



GUEST EXPERIENCE INSIGHTS

According to the America Customer Satisfaction Index, **technology and telecom services** play a pivot role in **high customer satisfaction scores** and delivering **memorable experiences**.



Customer Experience Benchmarks by Category

Lodging

Benchmarks	2023	2024
Ease of making a reservation	84	85
Quality of mobile app	85	85
Ease of check-in and checkout process	83	84
Reliability of mobile app (minimal down time, crashes, lags)	84	84
Website satisfaction	83	84
Courtesy and helpfulness of staff	81	82
In-room internet service quality (speed, reliability)	79	81
Call center satisfaction	80	80
Room cleanliness and comfort	79	80
In-room entertainment quality (TV, movies)	78	79
Loyalty program	77	79
Quality of hotel amenities (pool, spa, fitness room, business center)	76	78
Quality of in-room amenities (refreshments, electronics, toiletries, bedding)	77	78
Quality of food services (restaurants, room service, mini-bar)	74	76

46%

of travelers say travel is more important than it was pre-pandemic

76%

of business travelers plan to extend their work trips



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OUR SOLUTIONS

Fiber Internet | Bandwidth On-Demand
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ENHANCE GUEST EXPERIENCES

For over 20 years, Smart City has delivered telecommunication services to hotels, the hospitality industry, and convention centers. We have supported over 31,000 guest rooms and partnered with hotels and aiming to enhance guest experiences and special events.

Smart City provides reliable voice, data, high-speed internet access (HSIA), and customer support services. Our experienced technical experts understand your growing business needs.

Technological innovation is key to staying ahead of trends in the hospitality industry.

FACTS AT A GLANCE

- 20+ years of experience in the hospitality industry
- Technological support to over 31,000 guest rooms
- Exclusive telecommunications provider to Walt Disney Co. resorts, restaurants, retail properties and Orange County Convention Center
- Corporate Ambassador for Visit Orlando

CONNECTIVITY YOU CAN COUNT ON

To find out how Smart City can help you achieve your revenue and guest satisfaction goals contact us at **407-828-6400**.

For more information on our organization, values, and mission please visit our website at: **www.smartcitytelecom.com**