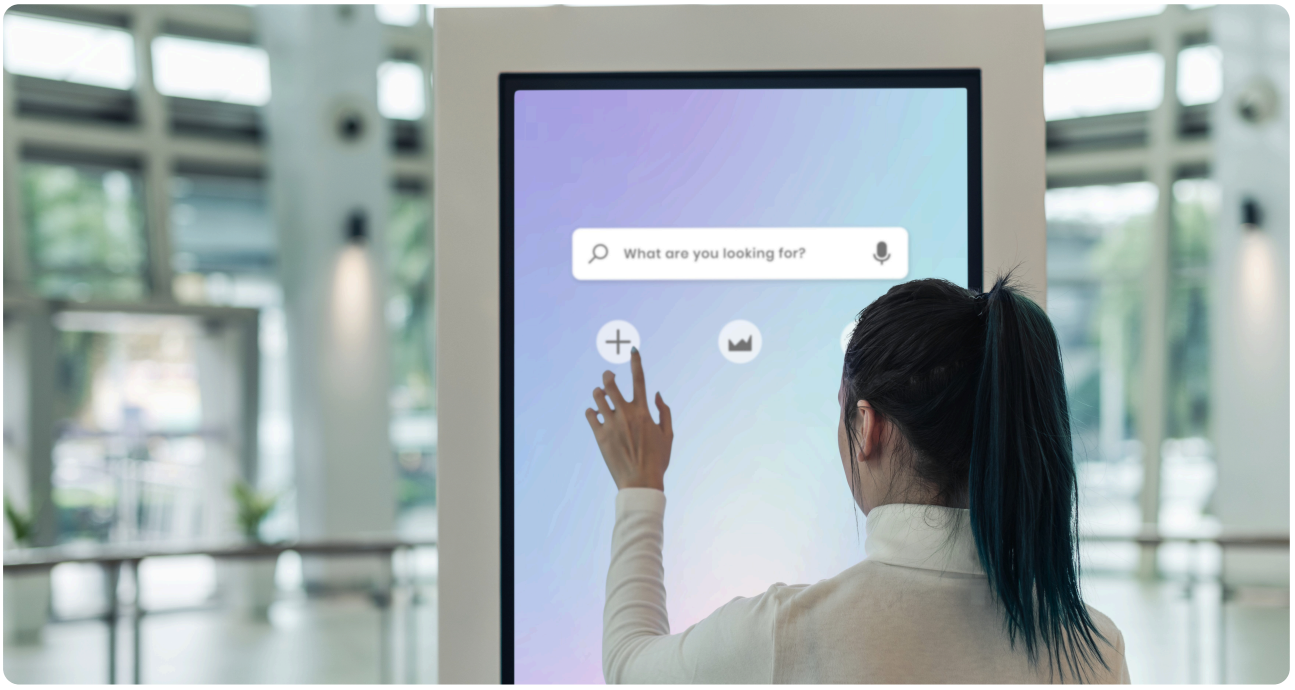
NEWS

Arrive Without Waiting in Line

How the lobby welcomes guests, guides them, and assists them with check-in.

6 November 2026, Tobias Engl



The line at the front desk is a familiar sight, especially during check-in time in the early evening. A screen in the lobby eliminates the line. Guests check in on their own, select their room or specify their request, and moments later have their room card, key, or ticket number in hand.

What helps with this varies depending on the location. At a hotel, the guest selects a room and receives a key card; at a clinic, the patient checks in for an appointment; at a government office, the visitor states the reason for their visit and takes the appropriate number. The screen guides them through the process, step by step, in the language of their choice.

This takes some of the pressure off the front desk without replacing it. Anyone with a question can still find a staff member, while those in a hurry can get through more quickly on their own. In addition, the entrance area clearly displays the way to the elevator, the hours of operation, and the day's most important announcements all clearly visible as soon as you walk in.

ScreenWay operates behind the reception screen, on-site. Registration data whether it's a name, reservation, or inquiry is processed on-site and never leaves the building. Especially in a place where personal information is first provided, this is more than just a technical detail.

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This way, the first moment in the house is a peaceful one. No one stands hesitantly in the entryway, no one waits longer than necessary, and the receptionist has a clear head for the guests who really need their attention.

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