CASE STUDY

OVERVIEW

A Boutique Hotel Rooted in History & Luxury

Hotel Alma San Juan, a luxury hotel in the heart of Old San Juan, Puerto Rico, seamlessly blends elegance with modern innovation. Located within the Pisos de Don Juan—the first Hispano-Mediterranean-style building in Old San Juan—the hotel offers a unique experience where Puerto Rico's vibrant heritage meets contemporary luxury.

The hotel features a luxury rooftop, two distinctive dining concepts, three bars curated by a James Beard Award finalist chef, a full fitness facility, and Café Alma—a sustainable coffee shop offering wholesome bites. To support efficient operations and maintain its high standards of personalized service, Hotel Alma needed a technology partner that could elevate the guest experience as the hotel continued to grow.

COMPANY
Hotel Alma San Juan

INDUSTRY
Hotel & Resorts

FEATURES
Kitchen Display System
Handheld POS
Mobile Ordering
PMS Integration

ALMA
HOTELS & RESORTS

THE SITUATION

As a newly opened luxury boutique hotel, Hotel Alma San Juan aimed to deliver exceptional guest service across multiple outlets, including the vibrant rooftop bar, immersive dining experiences, and across rooms.

The hotel sought a system to support a seamless guest ordering experience while maintaining a refined and welcoming atmosphere. They needed a POS solution that could enhance mobile ordering, streamline service across varied spaces, and integrate with the StayNTouch PMS for efficient operational flow.

> **GoTab's POS perfectly complements our vision of combining luxury with innovation. It enhances our service while preserving the personalized touch that makes Hotel Alma San Juan special.**
>
> **—José Lugo, Director of Food and Beverage**

THE SOLUTION

Hotel Alma San Juan implemented GoTab's Hotel POS to enhance guest interactions and streamline operations. Initially brought in for just the restaurant outlets, the hotel has since expanded with GoTab across their entire property.

To further elevate the guest experience, Hotel Alma recently rolled out room service QR code ordering, allowing guests to conveniently order from their rooms using mobile ordering with bill-to-room functionality. This feature leverages the StayNTouch PMS integration, ensuring that room service orders placed from GoTab QR codes are seamlessly processed and accurately recorded. Additionally, guests can start a tab at the bar and continue it in their rooms, providing uninterrupted service throughout the property.

THE BENEFITS

✔ **Enhanced Guest Experience**
Room service QR codes and the ability to start a tab at the bar and continue it in the room offer convenience and flexibility.

✔ **Efficient Staff Operations**
Handheld POS devices support quick, attentive service across the property.

✔ **Integrated Guest Management**
StayNTouch PMS integration ensures smooth, real-time guest data management.

✔ **Data-Driven Insights**
Real-time reporting helps optimize service, track guest preferences, and improve efficiency.

More Than a POS

GoTab is a restaurant commerce platform designed to optimize **experiences and efficiencies.** Unlike **legacy POS systems**, we are the only platform that prioritizes the guest at the center of the experience. We operate in all hospitality spaces from **fast casual and fine dining** to resorts and entertainment venues with all the stops in between.