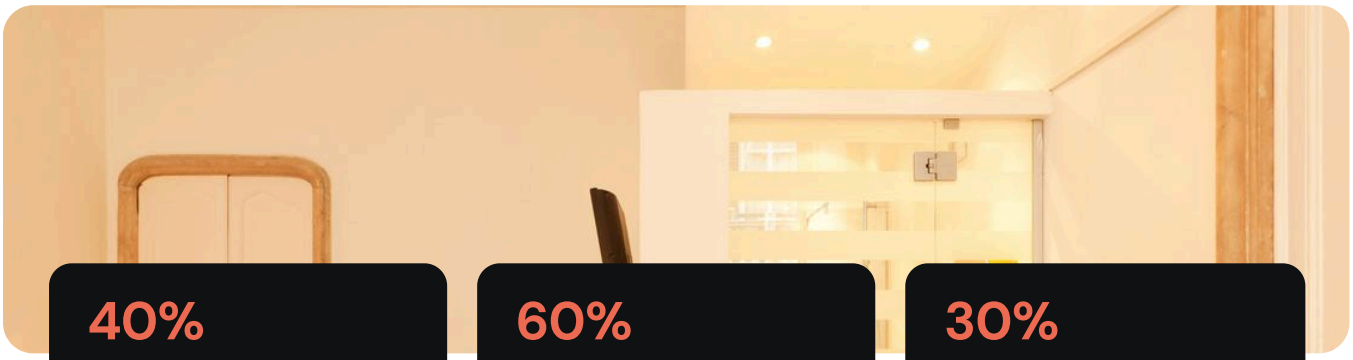
Hospitality · Global

A luxury hotel chain cut lost and misplaced guest-room assets by 40%

A luxury hotel chain tagged every guest-room asset with RFID or barcode labels, recorded moves at doorways and checked rooms in regular rounds, reducing losses, theft and damage across its properties.



40% reduction in lost or misplaced assets

60% decrease in theft-related incidents

30% reduction in breakages and damages

AT A GLANCE

INDUSTRY
Luxury hotels

SIZE
Large

LOCATIONS
Multiple properties

PREVIOUSLY
Frequent losses from guest rooms

FEATURES USED
Assets · Connected · Insight

01 The client

The client is a luxury hotel chain with several properties.

Its guest rooms hold valuable items, from electronics to linens. Each item that goes missing or breaks costs money to replace and can spoil the next guest's stay, which matters at the top end of the market.

02 The challenge

Items in guest rooms were often misplaced, taken by guests or damaged. Losses were significant, guest satisfaction suffered and replacement costs kept rising.

- Valuable items in guest rooms were often misplaced or taken.
- Breakages and damage raised operating costs.
- Missing items hurt guest satisfaction and the hotel's reputation.
- Asset tracking and reporting were manual and slow.

03 What they set up in Asset Infinity

The chain tagged guest-room assets and tracked them in Asset Infinity, configured around its own security and housekeeping needs.

Assets

Every room item tagged

Electronics, linens and other guest-room items carry RFID or barcode labels and sit in one register by property and room.

Connected

RFID readers at doorways

Fixed readers at key doorways record tagged items as they pass, so unexpected movements show up in the record.

Assets

Room verification rounds

Staff check rooms in the mobile app and mark each item verified, moved, not found or damaged.

Insight

Loss and usage reports

Reports show losses, damage and asset use by property, helping the chain allocate items where they are needed.

04 How it works day to day

Here is how guest-room assets are looked after now.

HOUSEKEEPING

Checks the room

After checkout, housekeeping scans the room's tagged items in the mobile app and marks each as verified, moved, not found or damaged.

SYSTEM

Records doorway moves

RFID readers at key doorways record tagged items as they pass, with the time and the reader.

HOUSEKEEPING SUPERVISOR

Follows up gaps

Items marked not found or moved are followed up promptly, while the trail is still fresh.

HOUSEKEEPING SUPERVISOR

Reports damage

A damaged item becomes a request with a photo, so it is repaired or replaced before the next guest arrives.

PROPERTY MANAGER

Replaces what is missing

Missing items are replaced from stock, and the asset record shows when and where each was lost.

GROUP OPERATIONS

Reviews all properties

Reports show losses, damage and asset use by property, and guide where items are allocated.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Lost or misplaced items	Frequent	40% fewer
Theft	Items taken by guests	60% fewer theft-related incidents
Breakages	Found late	Recorded in room checks, 30% fewer
Asset tracking	Manual and slow	RFID and barcode labels, 25% less time
Replacement costs	Rising	15% lower
Guest experience	Missing items in rooms	20% higher satisfaction scores

06 How it rolled out

1

Needs assessed. The chain and the Asset Infinity team reviewed asset losses and security concerns across properties.

2

Assets tagged. Each guest-room asset was tagged with an RFID or barcode label and recorded in the register.

3

Reporting set up. Reports on losses, damage and utilization were configured for property and group managers.

07 The results

20% increase in guest satisfaction scores

25% less time spent on manual asset tracking and reporting

15% reduction in asset replacement costs

10% decrease in overall operating costs

08 Why it worked

Every item identifiable

Tagging each guest-room asset made it possible to know what should be in a room and what is missing.

Checks built into housekeeping

Room rounds in the mobile app fit into existing housekeeping work instead of becoming a separate audit.

Movement on record

Doorway readers create a trail for tagged items, which discourages removal and helps trace losses.

09 Looking ahead

With every guest-room item tagged and checked, the hotel chain loses far fewer assets, sees damage sooner and spends less replacing what goes missing.

Guests find rooms complete and in good order, and managers can see across every property where items are lost, damaged or underused.

See it on your own assets

A 30-minute demo, set up for a hotel or hospitality group.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial