



| The smarter way to handle hospitality logistics.

2026

CASE STUDY

SAVING TIME AND IMPROVING GUEST EXPERIENCE WITH QHERO.

Hyatt Regency Jacksonville.

OVERVIEW

Hotel: Hyatt Regency
Location: Jacksonville, Florida
Size: 951-rooms
Type of hotel: Convention & Business hotel

ABOUT HYATT REGENCY JACKSONVILLE

The Hyatt Regency Jacksonville is a 951-room hotel known for hosting large conferences and events. The hotel often welcomes business travelers and event attendees, many of whom require the delivery of packages containing important materials for meetings, presentations, and exhibitions. Due to the high volume of conferences and events, the Hyatt Regency Jacksonville typically receives and delivers over 50 packages per week.

Managing this influx became a significant challenge, particularly because the hotel was logging and tracking all packages by hand. The hotel needed a solution to streamline package management, save employee time, and ensure that guests had a seamless experience.

25%

increased revenue.

2 hours

saved every day.

“ Qhero has provided us peace of mind... We have saved 1–2hours every day with the app, and it’s great to have an easily auditable record of every package we receive. ”

Craig G. Purchasing Manager, Hyatt Regency Jacksonville

CHALLENGE

Guest Experience Issues

Due to the time consuming process, package deliveries were delayed. Front desk and concierge associates were unable to quickly inform a guest if the hotel had received their package.

Time Consuming Process

All packages were manually recorded on paper. This made finding and delivering packages time intensive.

Operational Strain

The sheer volume of packages, especially during large events, overwhelmed staff, diverting attention from other critical guest services.

THE SOLUTIONS

Easy Package Logging

Packages are quickly logged by snapping a photo of the label, capturing key info like guest name, tracking number, and date received. This reduces manual work and frees up staff for higher-value tasks.

Efficient Package Retrieval

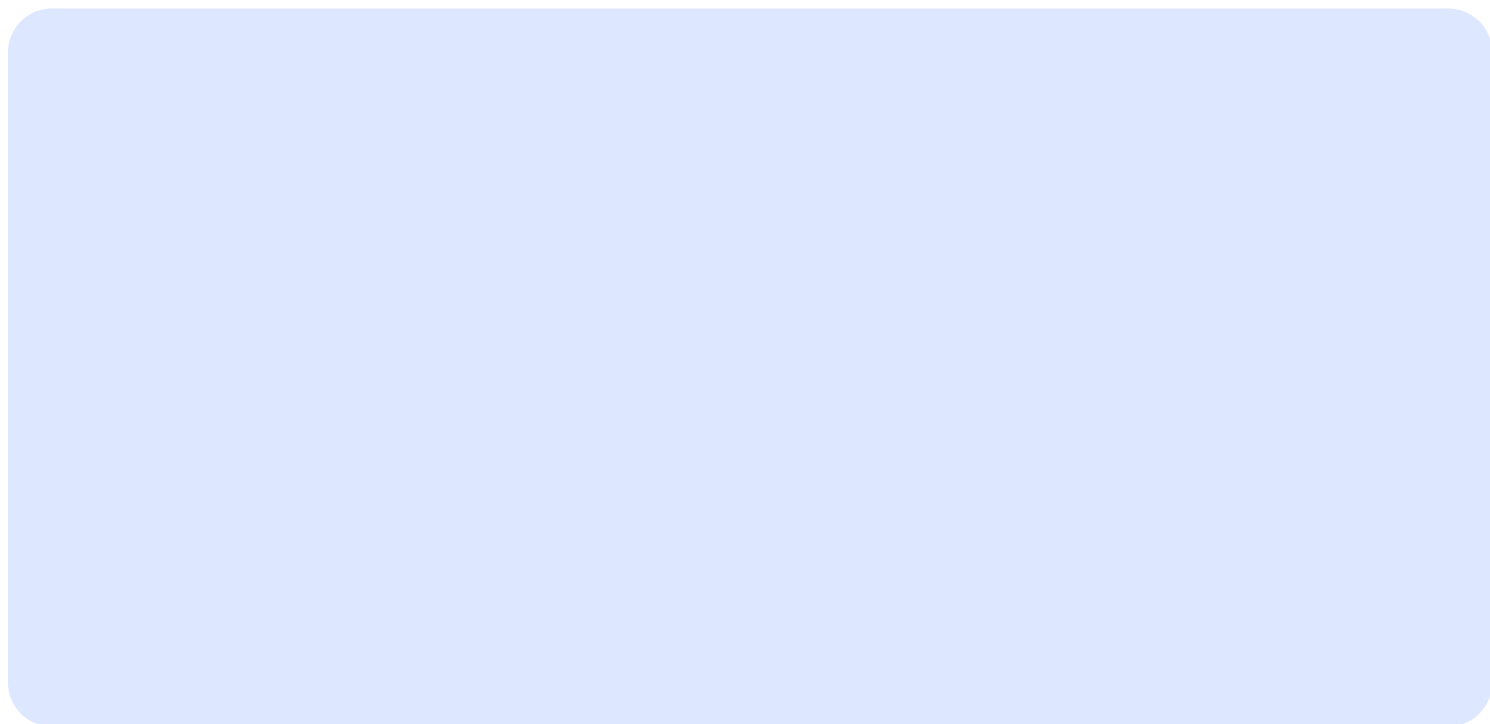
Each package is assigned a storage location, making retrieval fast—even at peak times.

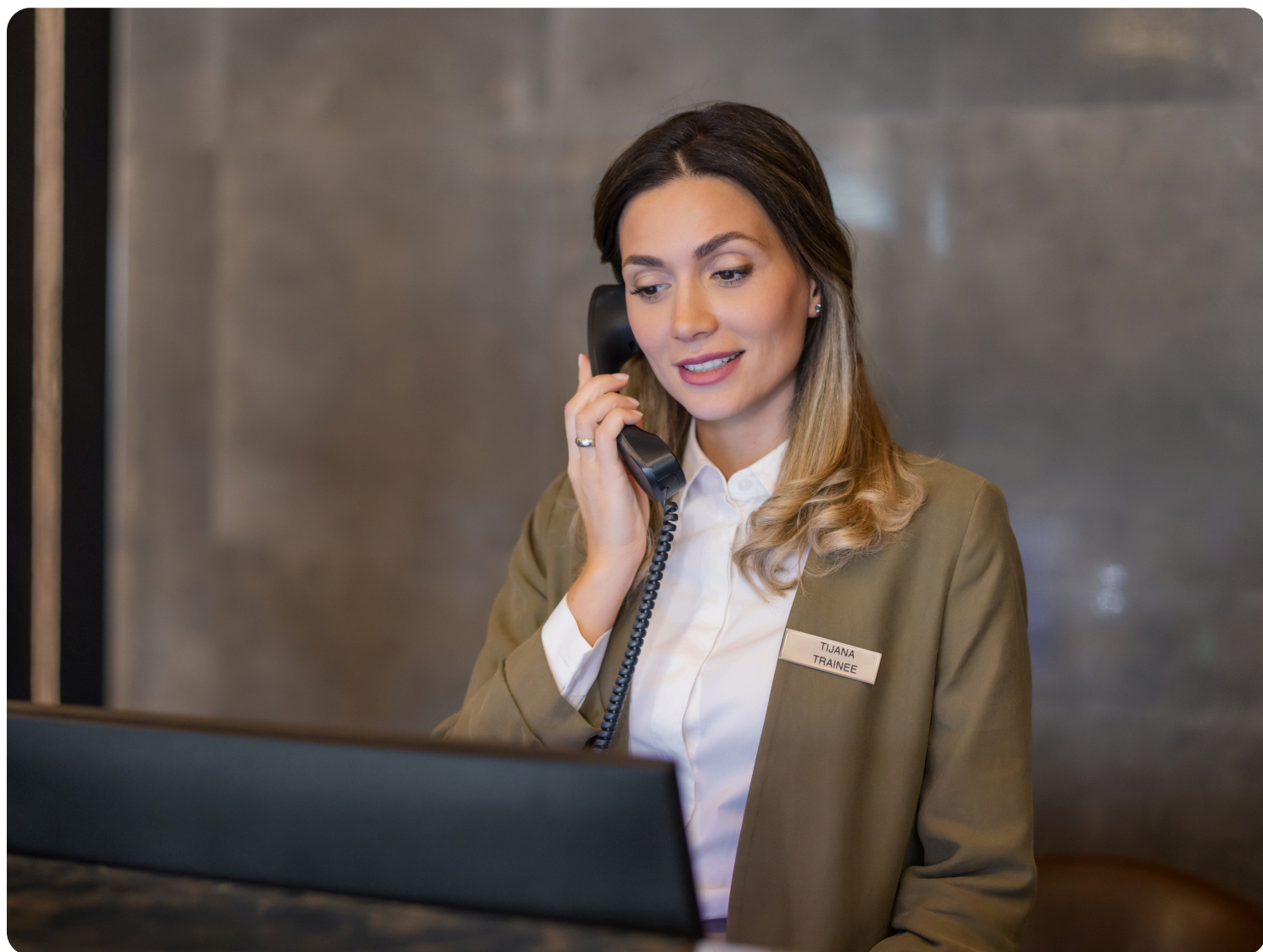
Centralized Dashboard

Staff can track all package activity from one dashboard, improving oversight and control.

Nightly Billing

Delivered packages are billed to the guest folio nightly, minimizing errors and ensuring clear, accurate charges.





THE RESULT

Significant Time Savings

QHero saves staff 2 hours daily by reducing manual package handling, letting them focus more on guest service.

Streamlined Operations

Accurate records ensure consistent billing, while shared access to package info improves coordination across departments.

Enhanced Guest Experience

Packages are delivered faster, and staff can instantly provide updates without contacting other departments.

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