



| The smarter way to handle hospitality logistics.

2026

CASE STUDY

SAVING TIME AND TRIPPLING PACKAGE REVENUE WITH QHERO

Grand Hyatt San Francisco



OVERVIEW

Hotel: Grand Hyatt

Location: San Francisco, California

Size: 668 rooms

Type of hotel: Luxury Business Hotel

ABOUT GRAND HYATT SAN FRANCISCO

The Grand Hyatt San Francisco is a 668-room luxury business hotel situated in the heart of Union Square, one of the city's most vibrant commercial districts.

The property serves a discerning mix of corporate travelers, conference attendees, and leisure guests who frequently rely on the hotel for package receipt and delivery. With over 73 packages received each week—ranging from business materials to personal shipments—managing this volume manually placed a heavy burden on front desk and operations teams.

Staff spent significant time hand-logging shipments, tracking storage locations, and reconciling billing, work that was time-consuming and prone to missed revenue. The Grand Hyatt San Francisco turned to QHero to transform package management into a streamlined, revenue-generating operation.

3^x

Package revenue increase.

2^{hours}

saved every day.



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***“ We 3xed our package revenue
compared to the previous period. ”***

Mikki Lim, Assistant Director of Finance, Grand Hyatt San Francisco

THE CHALLENGE

Inefficient Manual Tracking

Packages were logged by hand, causing delays in delivery notifications and making it difficult to provide guests with timely updates on their shipments.

High-Volume Operational Pressure

The hotel's busy urban location and corporate clientele generated a constant high flow of packages, straining staff resources and creating service bottlenecks.

Underutilized Revenue Stream

Package handling fees were irregularly charged or missed entirely, leaving substantial revenue on the table each month.

THE SOLUTIONS

Easy Package Logging:

Packages are instantly logged by photographing the shipping label, automatically capturing the guest name, tracking number, and receipt date—eliminating manual entry entirely.

Efficient Package Retrieval

Each item is assigned a precise storage location, enabling fast and accurate retrieval even during the hotel's busiest periods.

Nightly Billing

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

Enhanced Guest Experience

Faster handling, tracking, and billing create a seamless and professional experience that increases guest satisfaction and trust.

Frictionless Delivery

Streamlined workflows and real-time updates eliminate delays, improving both speed and guest confidence.

Clear Package Overview

A centralized log of all packages creates structure and visibility, reducing chaos and improving team focus.



THE RESULT

Revenue Tripled

The Grand Hyatt San Francisco tripled its package revenue compared to the previous period—transforming package management from a cost center into a profitable service line.

Significant Time Savings

By eliminating manual logging and tracking, QHero freed up staff hours every day, enabling the team to focus on delivering exceptional luxury guest experiences.

Enhanced guest experience

Guests receive faster package notifications and deliveries, and staff can instantly provide status updates—elevating service quality across the board.

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QHERO

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