



| The smarter way to handle hospitality logistics.

2026

CASE STUDY

SAVING TIME AND INCREASING REVENUE WITH QHERO

Hyatt Regency Portland.



OVERVIEW

Hotel: Hyatt Regency

Location: Portland, Oregon

Size: 600-rooms

Type of hotel: Convention & Business hotel

ABOUT HYATT REGENCY PORTLAND

The Hyatt Regency Portland is a 600-room convention and business hotel in the heart of downtown Portland, Oregon. The hotel regularly hosts large-scale conferences, trade shows, and corporate events, drawing a steady stream of business travelers who depend on the timely receipt and delivery of packages for meetings, presentations, and exhibitions.

With over 67 packages arriving each week—often containing critical event materials, product samples, and business supplies—managing this flow manually created significant operational strain. Staff logged every shipment manually in a spreadsheet, making it difficult to track items and ensure timely delivery to guests.

The hotel needed a smarter solution to reduce the administrative burden on staff and unlock untapped revenue from its package handling operations.

572[%]

increased revenue.

2^{hours}

saved every day.

“ I ran January's numbers so far compared to January 2025 and we have seen a 572% increase in package handling revenue ”

Kim Fischer. Assistant Director of Operations, Hyatt Regency Portland

THE CHALLENGE

Time-Consuming Manual Process

All packages were recorded in a spreadsheet, making it difficult to track items or confirm receipt quickly—especially during high-volume conference periods.

Operational Strain During Events

Surges in package volume during large conferences overwhelmed staff and diverted attention from core guest service responsibilities.

Missed Revenue Opportunities

Without a structured billing system, package handling fees were inconsistently charged, leaving significant revenue uncaptured each month.

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—reducing manual work and freeing 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.

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

Dramatic Revenue Growth

A 572% increase in package handling revenue was achieved in just one month— turning a previously undermonetized service into a significant income stream for the hotel.

Significant Time Savings

QHero reduced manual package handling, saving staff valuable hours each day and allowing them to focus on higher-value guest interactions.

Streamlined Operations

Automated billing and centralized tracking eliminated errors, ensuring accurate records and seamless coordination across all hotel departments.

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A modern office interior with a large white QHERO logo overlaid. The office features a long white reception desk in the foreground, two black leather chairs, and a patterned rug. The background shows a hallway with a wooden wall and a ceiling with recessed lights. The logo is centered and reads "QHERO" in a large, bold, sans-serif font, with "WWW.QHERO.AI" in a smaller font below it.

QHERO

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