

**GLORY**



## How did the Biltmore Mayfair transform their cash processes?

### CHALLENGE

Only one staff member controlled and audited cash at the hotel, but when that person was unavailable or away there was risk of the cash being mishandled.

Tyson Kloepper, Finance Supervisor describes how Glory's CI-100 cash recycling solution transformed the hotel's cash process flow while maximising staff productivity.

### ENHANCED CUSTOMER EXPERIENCE

"The CI-100 enables staff to securely handle cash any minute of the day with complete flexibility which helps tremendously to support any guest request, especially when the on-site finance team has left for the day."

### STREAMLINED OPERATIONS EFFICIENCY

Eliminating manual errors, enabling cash reconciliations and establishing a solid trail for all cash related transactions, while significantly reducing cash processing times.

### INCREASED STAFF PRODUCTIVITY

Taking the pressure off staff members by no longer feeling responsible for holding on to cash floats for an unknown amount of time and giving better control to finance teams.

**"Any hotel that is accepting large amounts of cash will benefit from the CI-100. What used to take hours now requires us to only review cash balances for a few minutes each day."**

Tyson Kloepper, Finance Supervisor



**THE  
BILTMORE  
MAYFAIR**