Omni Shoreham Hotel

Hotel | 1,000-4,500 guests | Poynt Smart Terminal

Background

The historic Omni Shoreham hosted its first Presidential inaugural ball in 1930 for President Franklin D. Roosevelt, and has hosted every inaugural ball since.

The hotel prides itself on delivering its guests a superior experience throughout the hotel. In preparation for the '17 inauguration, the hotel sought a completely wireless solution that would allow banquet managers to accept payments at hosted food or bar areas throughout the hotel; it also wanted a solution that was certified for EMV, pin-on-glass, and mobile payments. Poynt met all of the hotel's technical and aesthetic requirements. The Omni Shoreham adopted several Poynt Smart Terminals to offer a modern payment experience to staff and guests; the implementation took minutes, and the outcomes have been impressive.

Favorite Features

Poynt HQ
IT Manager Jay Porter enjoys being able to manage multiple terminals through the Poynt HQ app or website. He can also settle, pull key reports, manage user access, and customize terminals—all in one place.

Fully Mobile
The Omni team takes advantage of the fact that the Poynt Smart Terminal is fully wireless and has an eight-hour battery life. Staff often pop the terminal in their pocket as they go from banquet to banquet.

Register
Omni optimized its catalog structure in Register by having unqiue catalogs per hotel area, such as the bar or banquet areas. The best part is that employees can switch catalogs in seconds.

> **"The Poynt Smart Terminal made Inauguration night a breeze. It took me five minutes to train groups of staff to use Poynt."**
>
> **Jay Porter, IT Manager**