



# YUNJI Technology

## Hotel service robot

Lower cost Higher efficiency



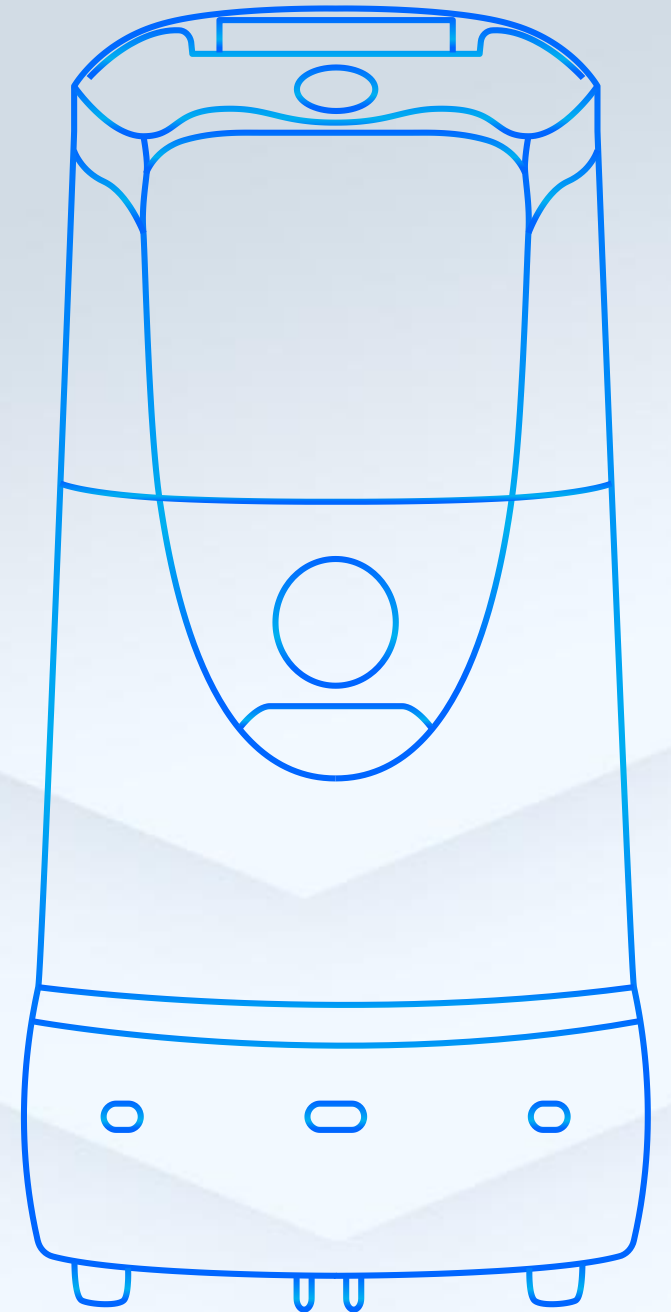
Better experience



Contactless



Beijing Yunji Technology Co., Ltd.





**Empowered by science and technology**

**"Smart" strategy for hotel operation**



# ABOUT YUNJI TECHNOLOGY

## -- Robots carry our happiness

### Commercialized Robots + Innovative Culture

#### ☆ **Leading company in service robots**

Founded in 2014 in Beijing specializing in service robots for hotels, buildings, galleries, shopping malls, etc.

#### ☆ **Innovation**

Around 500 employees with more than 60% R&D staff; 1000+ intellectual property rights and patents with 68% invention patents.

#### ☆ **Achievements:**

Our robots have been running for more than 3 million km and serving 10,000+ hotels in China, France, Netherland, Bulgaria, South Korea, Japan, Middle East, Thailand, etc.

And more than 30 millions tasks completed!





# Are you facing the same challenges?



Shortage of staff in peak hours



Inefficient solutions to provide contactless service



Difficult to recruit night shifts staff



Low score and unsatisfied reviews on OTA



# Solution -- “RUN” is here to help you!



**Name: RUN**

**Height: 97cm, width: 50cm**

**Volume: 28\*24.5\*32cm**

**(L\*W\*H, 30 bottles of water)**

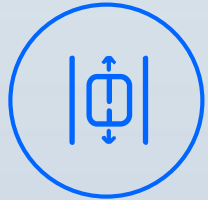
**Weight: 47kg**

**Payload: 10kg**

**Speed: 0.9m/s (walking speed)**

# Hotel Delivery Robot - “RUN”

Contactless, reliable, secure, end-to-end service and easy to use



Independent elevator operation



Intelligent obstacle avoidance



Autonomous dialing



Autonomous recharging

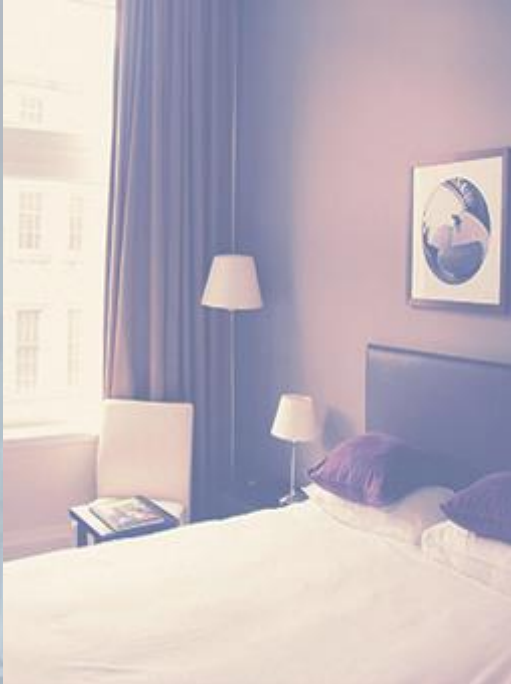


Intelligent mapping





# Multi-scenario applications



## Room Service

Deliver guest amenities /  
VIP gifts



## Reception

Concierge



## Restaurant

Food delivery to guest  
room

# Values of Hotel Delivery Robot “RUN”

Intelligent / innovative/ secure

24/7 service & support / Easy operation

**Safety  
Assuring**

↑ **Contactless**

↑ **Safety**

↓ **Infection rate**

**Experience  
Improving**

↑ **Customer satisfaction**

↑ **OTA review**

↑ **Brand image**

**Revenue  
Boosting**

↑ **Satisfied hotel staff**

↑ **Improved occupancy rate**

↑ **Revenue**

**Cost  
Saving**

↓ **Labor cost**

↓ **Management cost**



# Intelligent contactless service - making hotel safer and give more privacy to guests

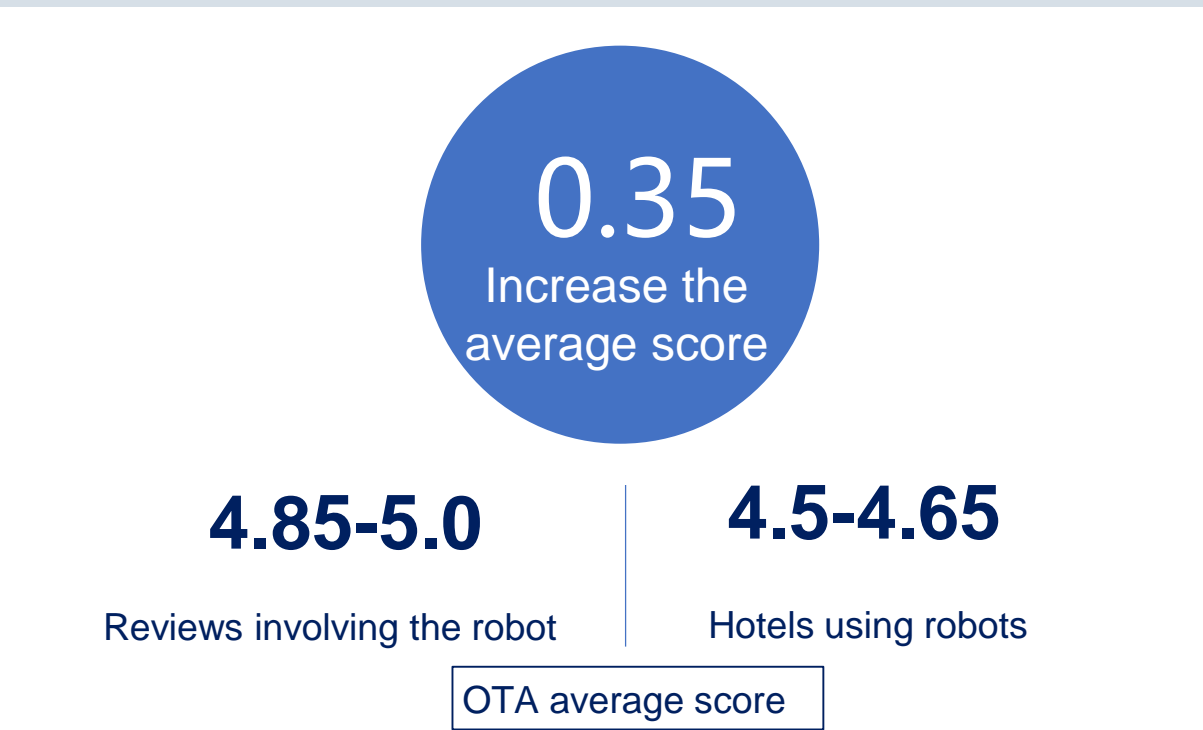
Since robots can minimize face-to-face contact of hotel staff and reduce cross-infection risk, more and more hotel groups now promote intelligent contactless services, which can better guarantee the safety of guests and employees while satisfying clients' needs.

- Contactless delivery / guiding service
- Automatic lift taking and phone calls
- 24/7 online cloud monitoring and warning services
- More privacy for guests



# Good reputation

Excellent review score for hotels with robots



Data from C-trip and 5,000 real reviews involving robot service

# Excellent OTA reviews

**Amanda** Saudi Arabia  
 Reviewed: 21 December 2019 10

**Great airport hotel with a room service robot!!!**

· Airport shuttle is really convenient, food is great quality and reasonable price. Lovely breakfast, comfy bed, good sized rooms. We loved this hotel before ... but now there's a room service **ROBOT!!** We were all totally over-excited by that!!!

Deluxe Queen Room  
 1 night · December 2019  
 Family

**Pascal** Switzerland  
 Reviewed: 6 February 2020 9.0

**Superb**

· Good standard, very clean. The **robot** who brought the food was just great;-)

Premier King Room (Room Only)  
 1 night · January 2020

**Laurence** United Kingdom  
 Reviewed: 11 March 2020 10

**This is functional airport hotel located out of the city. It beats a lot of other airport hotels**

· Excellent room, comfortable bed, clean. Very good breakfast  
 Close to the airport with efficient shuttle bus service.  
 Able to extend stay beyond check-out time for a very small fee.  
 Novel room service **robot** which is very efficient

Premier King Room  
 1 night · March 2020  
 Couple

**Nir** Israel  
 Reviewed: 25 February 2020 10

**Exceptional**

· Great **robot!!**

Premier King Room (Room Only)  
 1 night · February 2020

**Lucy** Belgium  
 Reviewers' choice Reviewed: 23 February 2020 10

**Exceptional**

· Kids loved Roomy. Nice, clean and spacious room. Good variety at breakfast.  
 · Liked everything.

Deluxe Queen Room  
 1 night · February 2020  
 Family

**Kathrin** Israel  
 Reviewed: 20 March 2020 10

**Best you can get when you have a night before flight**

· Very nice staff. At our check in we got "Guest of the day" status- room of higher category than I asked and one free drink for each of us. It was really unexpected and my children was delighted. Unfortunately, we had only few hours at hotel- we came there at 20:00 and left at 4:30.  
 We got early breakfast that include all you need- coffee, yogurt, chesses, some sandwiches and fruits.  
 The hotel have the shuttle, that takes you directly to the terminal.  
 There is same cool fitch in this hotel- robot **roomy**, that can bring you room service orders

· Nothing

Premier King Room  
 1 night · March 2020  
 Family

**Reggaettonv** South Korea  
 Reviewed: 6 December 2019 10

**Strongly recommend**

· The reception and restaurant staff were all very friendly, attentive and helpful. We were selected as guests of the day and as such given a free drink. Whatsmore, we were given a complimentary upgrade to a business suite! Amazingly spacious, very comfortable bed, clean and cosy. Breakfast was diverse and tasty. Roomservice is provided by the cutest **robot** butler! Free shuttle buses to and from the airport terminals, takes just 7 minutes. In sum, a great stay!!!

Premier King Room  
 1 night · December 2019  
 Family

**Oliver** United Kingdom  
 Reviewed: 18 February 2020 9.0

**Excellent in all departments**

· Superb **robot** showed us to our room. Excellent dinner and breakfast. Will definitely be back.

Premier King Room  
 1 night · February 2020

**Gönguhrólfur** Iceland  
 Reviewed: 12 March 2020 10

**Great place to stay in connection with flying in or out of Sofia**

· Great hotel. The kids loved the **robot**. Delicious breakfast. We got a free upgrade as we were selected as special guests of the day. All in all a very pleasant experience. Perfect for a one night stay in connection with a very late flight. Would definitely stay there again.

· This place is not really connected to anything except the airport. It is not a pedestrian

Deluxe Queen Room  
 1 night · February 2020  
 Family




# Boost customer loyalty

- More people are willing to book the hotel again

**3%-4%**   
of OTA reviews showed willingness  
to choose the hotel again in average



**12%**   
of robot-related OTA reviews showed  
willingness to book the hotel again

- More clients are willing to recommend

**2-3%**  
Average recommendation  
rate of OTA comments



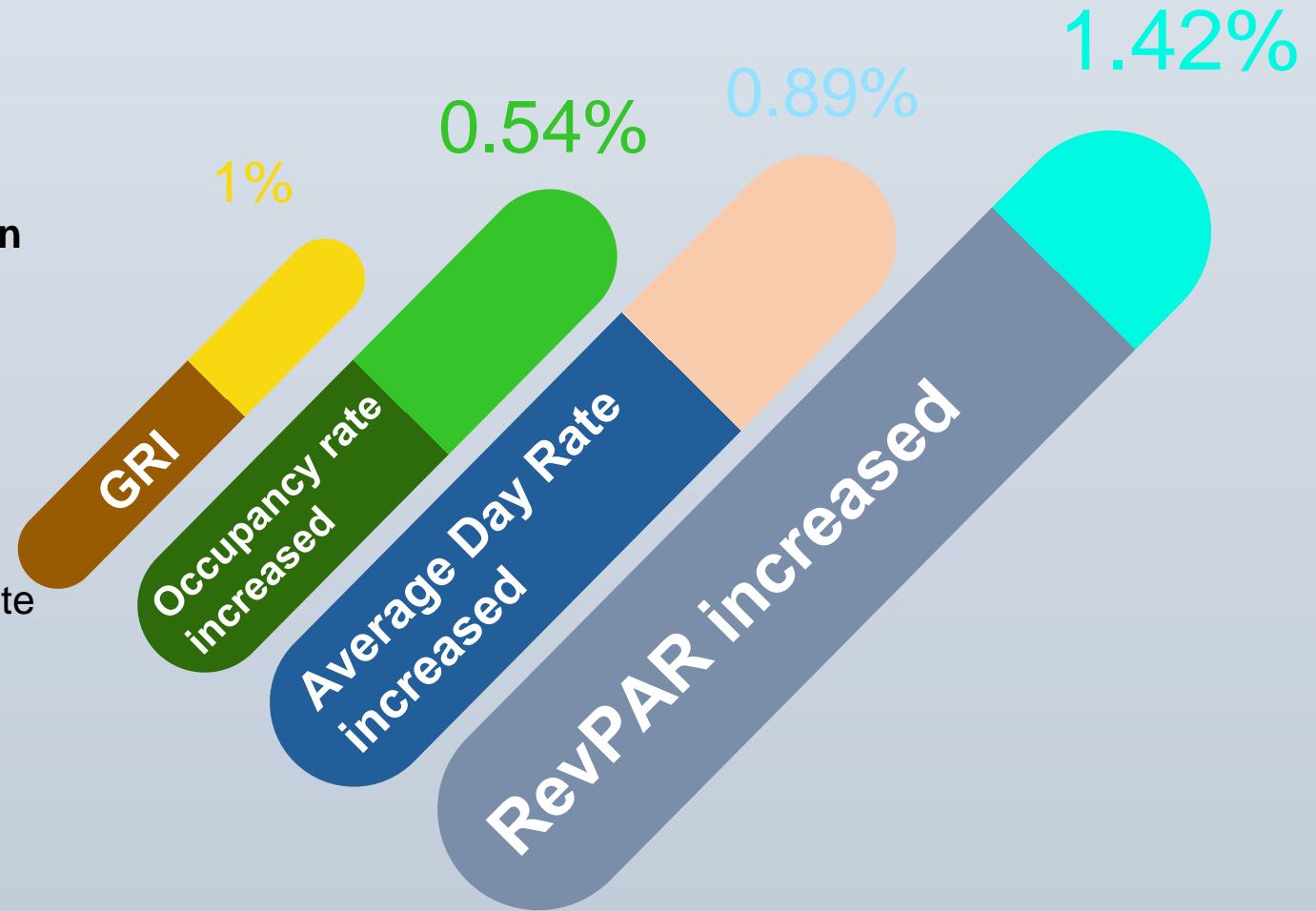
**9%**  
Robot related OTA comments  
willing to recommend

Data from C-trip and 5,000 real reviews involving robot service

# OTA positive reviews boost hotel revenue

According to study of Professor Chris Anderson  
in the School of Hotel Management,  
Cornell university

The increase of the Global Rating Index™ (GRI™)  
by each point leads to increase of Average Day Rate  
(ADR) by 0.89%, occupation rate by 0.54%, and  
revenue per room (RevPAR) by 1.42%.



# Robot V.S. employee in efficiency



送物机器人

节约0.75人/店

单店1个机器人年送物里程2652公里=北京到三亚

The delivery robots  
save 0.75 person/ hotel

The running distance of a robot in a hotel  
is 2 652km during a year = the distance  
between Guangzhou and Singapore

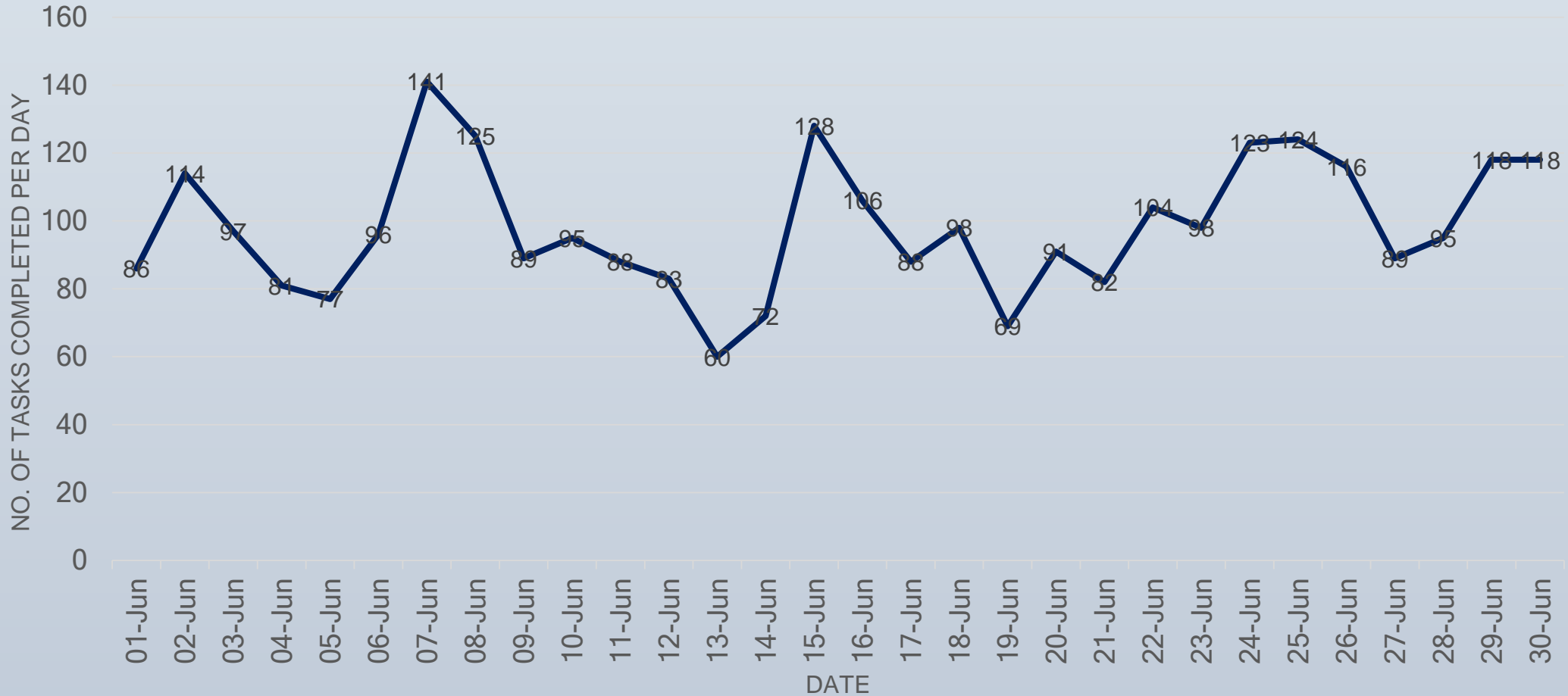
In 2019 Huazhu World Conference, Mr. Ji Qi, founder, Chairman and CEO of Huazhu (ranked No 9 worldwide) stated that “Hotel robots can provide a better check-in experience for our clients and save time for employees.” And it has made YUNJI's robot standard configuration for all newly opened hotels.

Jinjiang Group (ranked No 2 worldwide) has put Yunji's robot on its “wehotel” platform for franchisers to order.



# Case - Tasks completed in 1 month

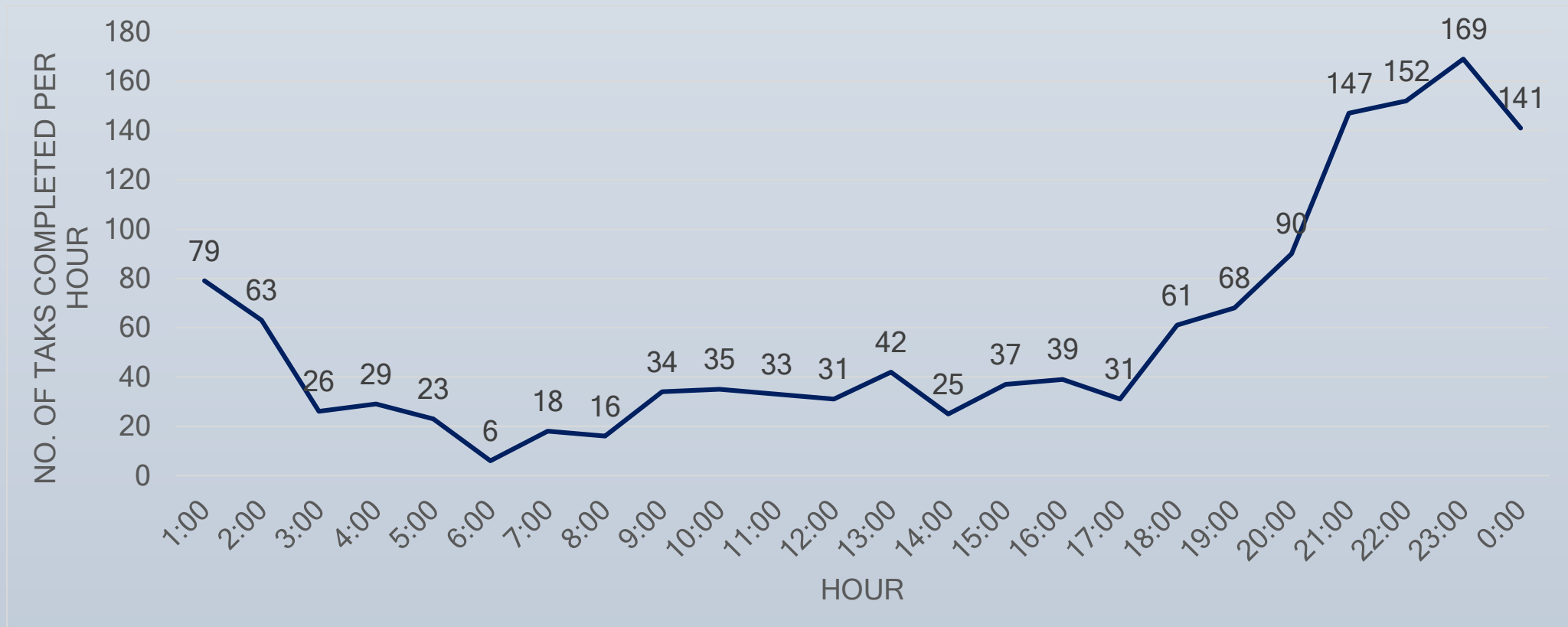
In June 2019, Yunji's robot has completed **2961 tasks** with an average of 98 tasks completed daily in a Mercure hotel in China.



Data source: YUNJI's platform

# 24-7-365 non-stop service

- 56% of delivery requests are between 20:00pm to 1:00 am
- Delivery is needed 24 hours in hotel



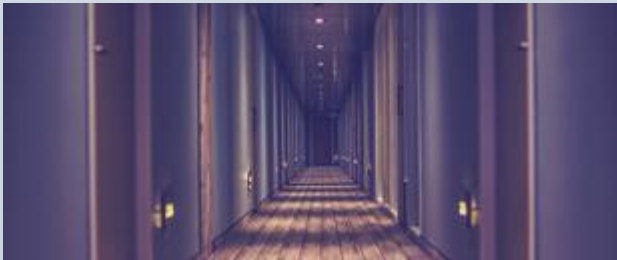
Data source: YUNJI's platform

# Easy deployment



## Site Survey

- Routing: make sure routes of the robot are smooth without steps (suitable for slopes  $< 12$  degree);
- Investigation on elevator integration



## Deployment

- Charging dock position selection;
- Intelligent mapping and route planning;
- Elevator integration: physical integration or API integration;
- Function test



## Acceptance

- Acceptance test;
- Training

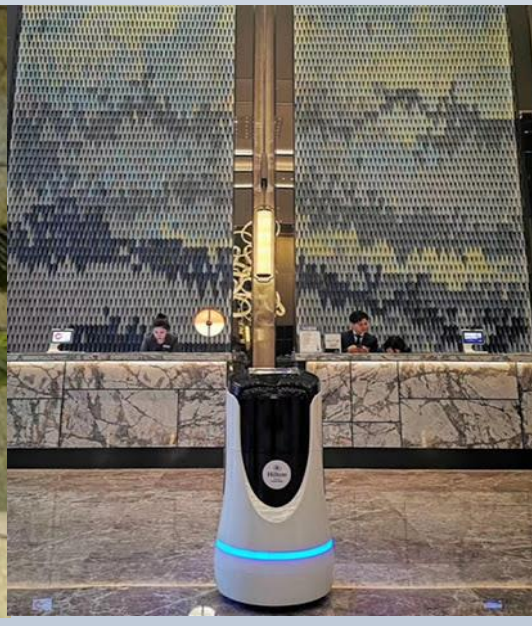


# Serving at 10,000+ hotels worldwide



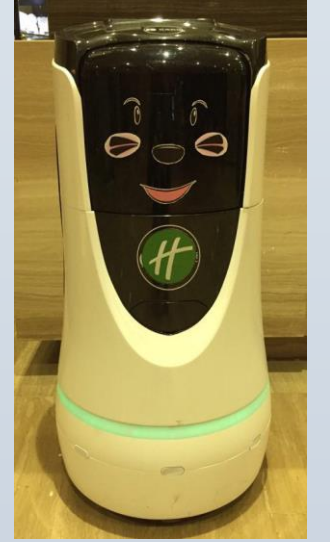


# References





# References





# RUN on international media

Christine Boursin @c... · 2019/11/16

When you order room service in #China >>> HT @joacoalvarez via @MikeQuindazzi >>> #IoT #Robotics #AI #AutonomousVehicles #Robot cc @alvinfoo @Paula\_Piccard @HaroldSinnott @kalydeoo @FrRonconi @HaroldSinnott @HeinzVHoenen @helene\_wpli @ImMBM @debashis\_dutta @antgrasso



0:55

1.3万次查看

14 115 279



파이낸셜뉴스 메인 추가

코트야드 메리어트 서울 보타닉파크, 호텔 업계 최초 시서비스 운반 로봇 도입

본문듣기 · 설정  
기사입력 2019.02.25. 오후 2:12



코트야드 메리어트 서울 보타닉파크, 호텔업계 최초 시서비스 운반 로봇 도입

## 主な用途はデリバリーされた商品の運搬

成都で宿泊したホテルで、ロボットがエレベーターに乗り客室まで荷物を運んでいた。ホテル向けの給仕サービスロボットのようなのだ。

ホテルのスタッフに聞くと、主にホテルにデリバリーされた出前の食べ物を客室に運ぶために使われているとのこと。



フロント前でロボットを操作するホテルマン (筆者撮影)

筆者が泊まったホテルにおける使い方はこうだ。

まず、出前の配達人がホテルのフロントに荷物を届ける。ホテルスタッフは荷物を受け取り、注文したユーザーの部屋に電話をしロボットが届ける旨を伝える。

本体を操作しロボット本体の中に荷物を入れると、ロボットはエレベーターに乗る。この時、自動的に行先階ボタンが押される。

ロボットが部屋の前に到着すると、部屋に到着した旨の自動音声電話がかかってくるので、取りに行く、という形だ。



# Investors of YUNJI

 Tencent 腾讯	Tencent	 Trip.com Group 携程集团	C-trip
 金茂资本 JINMAO CAPITAL	JM Capital	 联想 创投	Lenovo Capital
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