

## Hotels

51%

Of hotels already offer kiosks or are planning to offer them.



34%

Of travelers would be more likely to visit a hotel with self-check-in kiosks.

## Shopping

52%

Of global consumers prefer self-checkout kiosks in order to avoid waiting in line to make a purchase.

61%

Of global consumers would be willing to shop in a completely automated store with vending machines and kiosk stations offering virtual customer service.

## Restaurants

96%

Of 18-34 year olds report that having a kiosk in a restaurant is a benefit.



63%

Of consumers would use a kiosk to place orders and pay for food at a quick-service restaurant.



# Can Kiosks Save the Self-Service Industry?

## Sports Venues



Fans order merchandise which is later picked up in designated zones. Interactive wayfinding to help fans navigate the massive facility.



## Hospitals



Patient check in by inserting their health card into a kiosk. The kiosk then provides all necessary forms and directions on a map.

## Gaming

Enable parimutuel customers to create accounts by scanning their driver's license and fund/withdraw money as one would at an ATM.



## DMV

40 self-service kiosks were deployed at libraries, county clerk's offices, and police precincts to handle routine DMV transactions such as receiving a renewal, replacement or duplicate license.



## Airports

77%

Of global passengers use self-service kiosks for check-in.

Most Wanted Airport Self Service Tech:

89% Self-boarding gates

68% Self-service baggage drop

## Universities

Laptop kiosks give students free access to MacBooks by dispensing and tracking the returns of borrowed laptops.



## Amusement Parks

Dispense and load funds to RFID wristbands so guests won't worry about losing or soaking their wallets. Every park amenity can be paid via the wristband.



## Museums

Makes rare books, manuscripts, photographs and oral histories available to visitors via iPad kiosks.

Museum staff can track popular searches, thereby prioritizing digitization projects.



## Avoid Lines



52%

Of consumers prefer self-checkout stations to avoid waiting in line to make a purchase.

## Price Check/Product Availability

When researching products in the store...

43% Prefer using their own mobile phone.

57% Prefer using in-touch screens.

61% Of global consumers would be willing to shop in a completely automated store with vending machines with products and kiosk stations offering virtual customer service.

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Sources:  
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