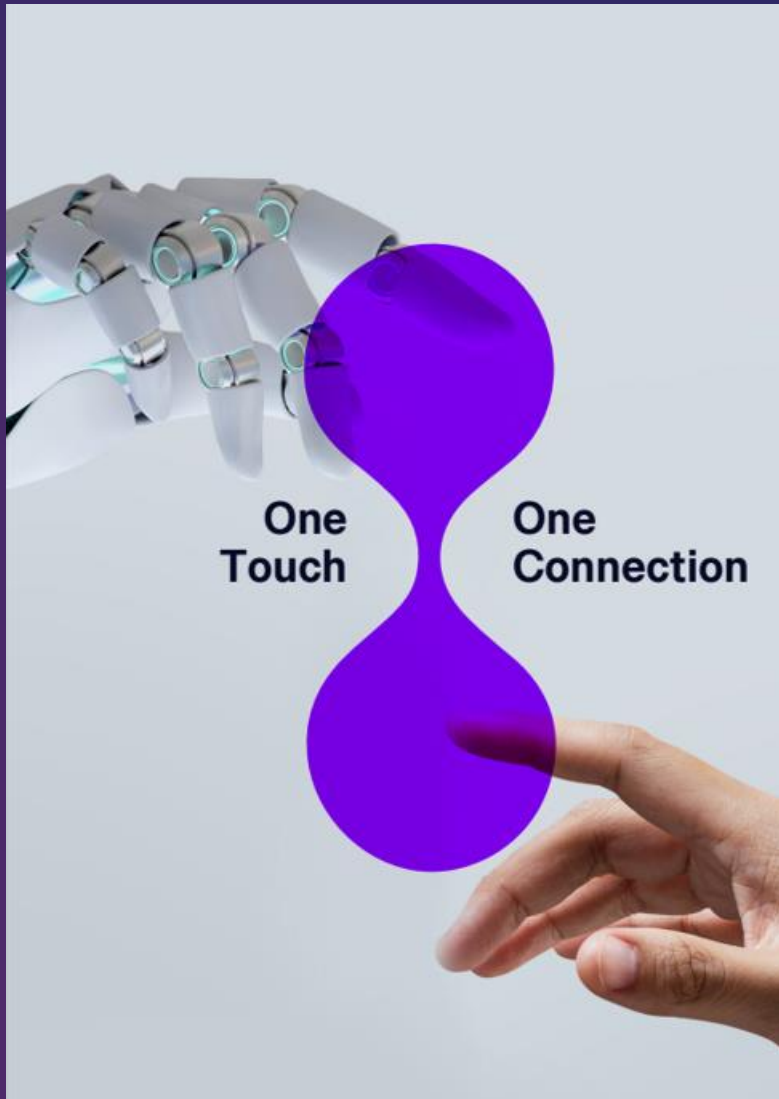


“AI-Powered Personalization  
Crafting a Unique  
Guest Journey”

# THE BLEND OF MACHINE & PERSONALISATION



Create tailored guest experiences while maintaining the human touch

This fusion is crucial for meeting the expectations of modern travelers, who seek both convenience and personalized services

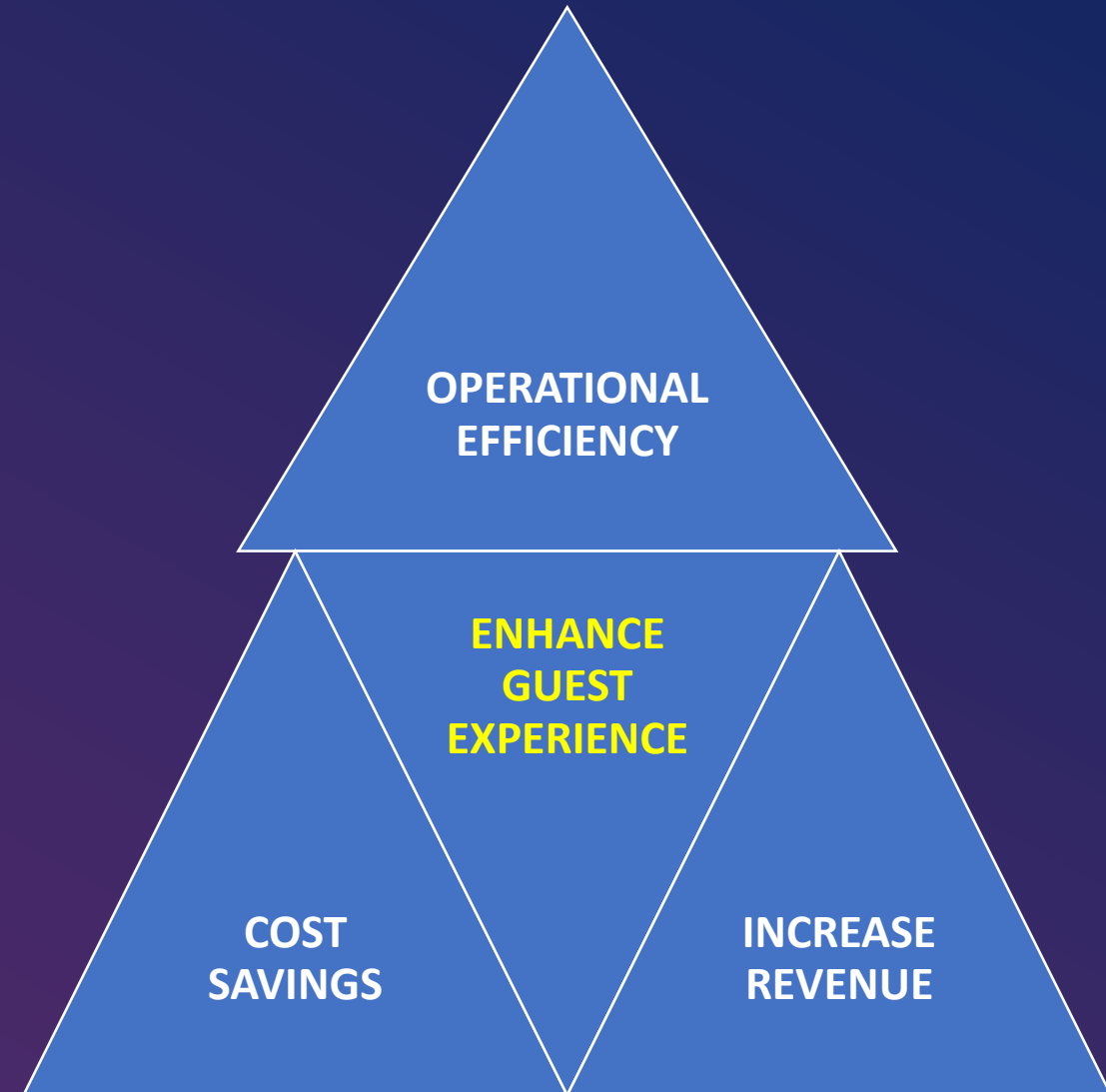
# RELAX

**PREMIER+ SMART HOTEL**

**FULL CONCEPT**

goodnight

# BENEFITS OF AI



# WHERE CAN AI BE APPLY



AI REVENUE MANAGEMENT



AI TRIP PLANNING



AI VIRTUAL e-CONCIERGE



AI ONLINE CHATBOT



SMART ROOM

# CURRENT OPERATION PROBLEMS

**OTA**

**PMS**

**CHANNEL  
MANAGER**

**BOOKING  
ENGINE**

**?**

**WEBSITE**

**AUTOMATED  
ONLINE OPERATIONS**

**CONSTANT  
TRAINING**

**STAFF  
MISSING  
IN ACTION**

**STAFF  
ATTITUDE  
PROBLEM**

**HIGH STAFF TURNOVER**

**FINANCIAL  
LEAKAGES**

**OWNER RESPONSIBILITY TO  
CONSTANT HIRING**

**OFFLINE OPERATIONS**

# AI BRIDGING THE GAP

OTA

PMS

CHANNEL  
MANAGER

BOOKING  
ENGINE

**AI**  
REVENUE  
MANAGEMENT

WEBSITE

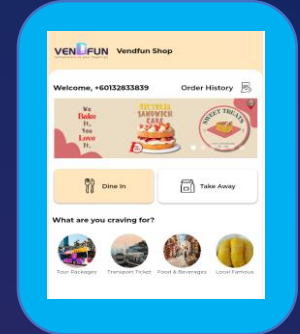
**AUTOMATED  
ONLINE OPERATIONS**



**AI CHECK IN  
KIOSK**



**AI SMART ROOM**



**IA In-Room  
Ordering**



**AI Virtual e-Concierge**



**AI Human ChatBot**

**AUTOMATED  
OFFLINE OPERATIONS**

# VIETNAM AI READINESS



**RANK 39<sup>th</sup>** *\*Based on UK Oxford Insights*



# CRAFTING THE UNIQUE AI HOTEL JOURNEY



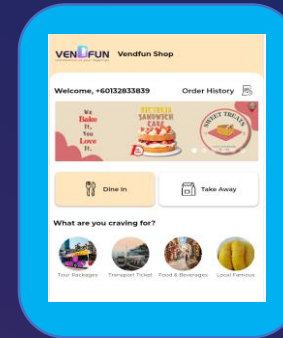
Virtual e-Concierge



AI ChatBot



SMART ROOM



In-Room Ordering



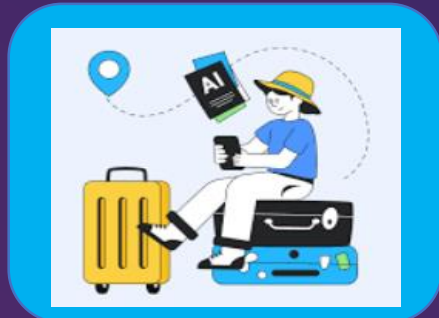
Virtual e-Concierge



CHECK IN KIOSK



MOBILE CHECK IN



AI TRIP PLANNER



DURING



DELIVERY ROBOT



CHECK OUT KIOSK



MOBILE CHECK OUT

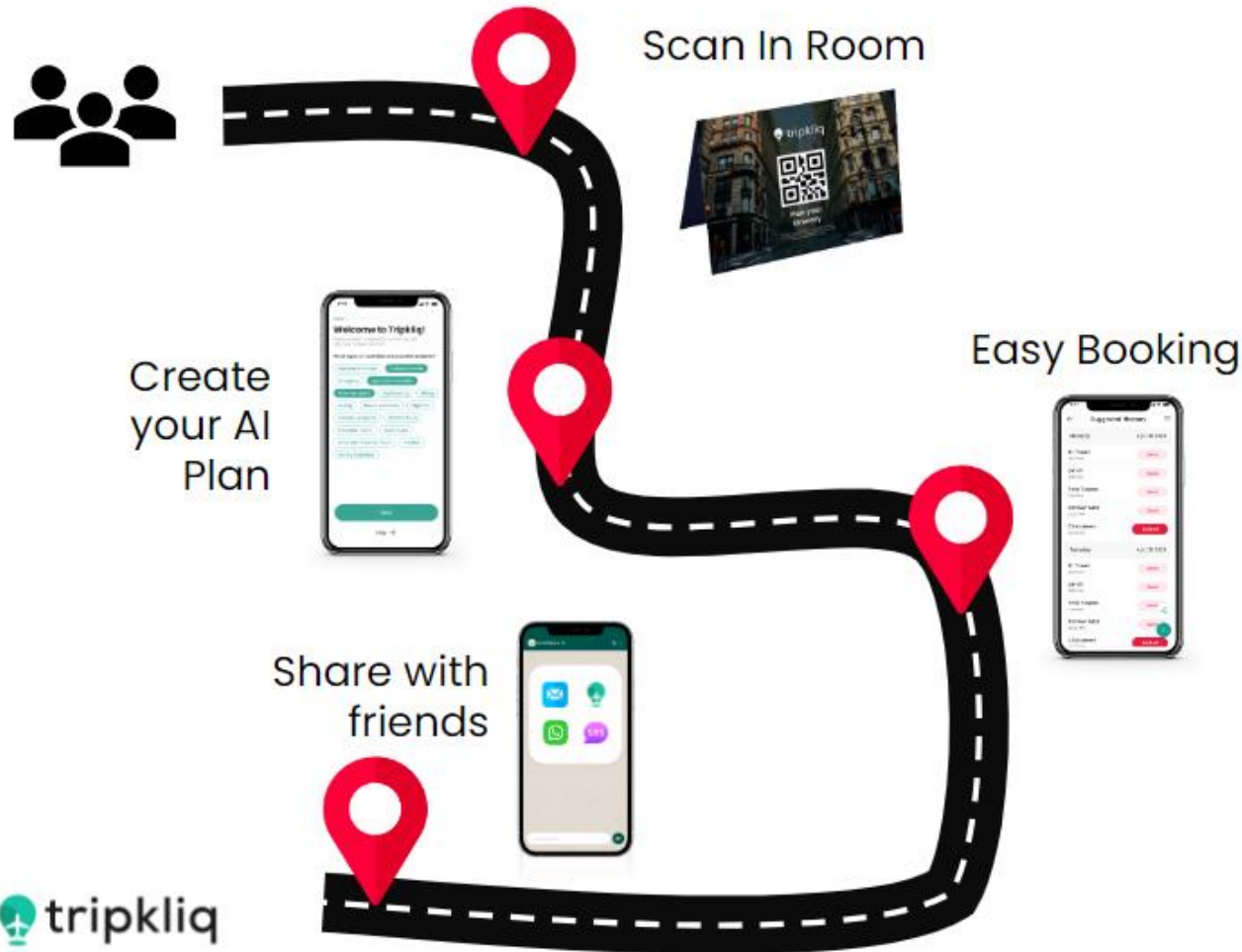
PRE

AFTER

# IN ROOM AI TRIP PLANNING

## InRoom Guest AI Planning

Providing your guests with the ultimate AI planning experience



**WHY**

**AI**

EFFICIENT

ENHANCE  
GUEST  
EXPERIENCE

MINIMAL  
WORKFORCE

INCREASE  
REVENUE

GUEST  
PERSONALISATION

MUCH  
STABLE  
BUSINESS  
&  
SCALABLE

# WHO IS VENDFUN

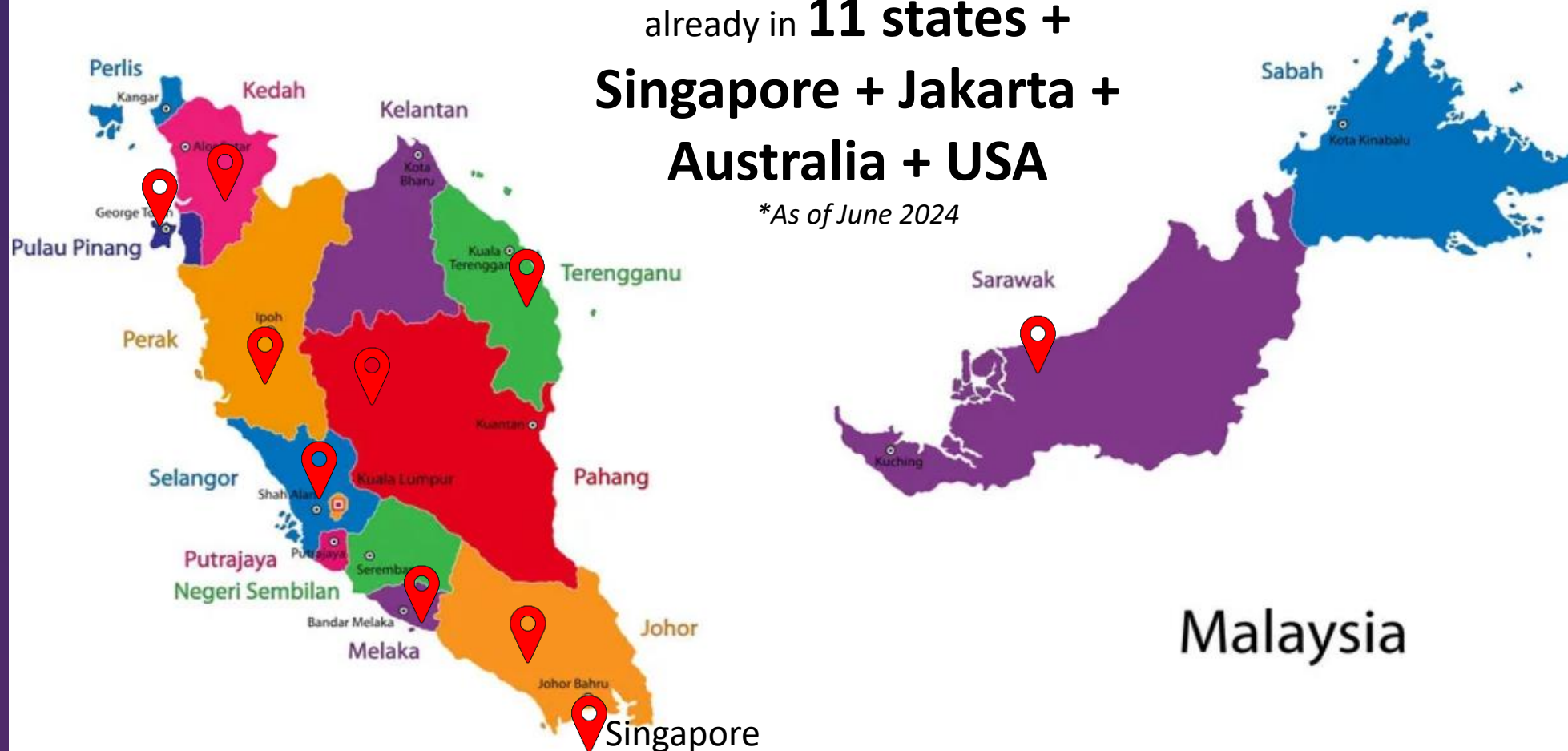
- Founded in 2020, Vendfun is a provider of multi-functional hospitality kiosks for hotels and homestays. Our flagship product called Vendfun Hybrid Kiosk was introduced to the market in Malaysia in 2020
- Benny Wee the Founder & CEO of Vendfun
  - 17 years experience in the technology industry from UK and Taiwan
- Vendfun is invested by MyCIF (Under the Malaysia Finance Ministry)
- Patent Pending on multifunctional kiosk
- Trademark approved in 6 ASEAN Countries



# WE HELP AUTOMATE HOTELS

Vendfun Hotel Kiosk Coverage  
already in **11 states +**  
**Singapore + Jakarta +**  
**Australia + USA**

*\*As of June 2024*



# ACHIEVEMENT



**BFM** 89.9  
The Business Station

**BFM RADIO  
INTERVIEW**



**MELODY FM**

**MELODY FM  
INTERVIEW**



BUSINESS & ENGAGEMENT WEEKLY  
**THE EDGE**  
MALAYSIA

**TheEdge News  
(exclusive)  
Featuring  
Vendfun**

**FEATURED @**

**MALAYSIA SME**

  
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Berita Bisnes Anda

**THE EDGE**  
**MARKETS**  
MAKE BETTER DECISIONS

**HN** **hospitalitynet**

**HT** **HOSPITALITY  
TECHNOLOGY**  
SMARTER HOTELS & RESTAURANTS

 **DailyStraits.com**  
Something different

**BFM** 89.9  
The Business Station

 **BEAMSTART**

**TTG**  
**A S I A**

# AWARDS



**No.1 ASEAN MOST RECOMMENDED  
DIGITAL SOLUTION IN HOSPITALITY  
SECTOR WINNER 2024  
(BY INDONESIA MAGAZINE AWARD)**



**TOP 10 MOST PROMISING HOSPITALITY  
MALAYSIA CEO AWARD 2023  
(BY ASIA BUSINESS OUTLOOK)**

# COLLABORATION WITH MYBHA

## Malaysia to propel smart hotel innovations

*By S Puvaneswary / Posted on 15 July, 2024 17:14*

The Malaysia Budget & Business Hotel Association (MyBHA) has signed a memorandum of understanding (MoU) with hospitality technology solutions provider, Vendfun, to enhance technological advancements and promote smart hotel initiatives within Malaysia's hospitality industry.

The MoU marks a significant step towards the development of smart hotels, with both parties sharing a common vision of harnessing advanced technology to revolutionise the hospitality sector, enhancing guest experiences and improving operational efficiency.



*From left: Vendfun's Benny Wee and MyBHA's Sri Ganesh Michiel*



# VENDFUN PRODUCT MILESTONE

2020

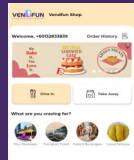
\*First Hybrid Kiosk



2021

\* SLIM Kiosk

- FnB Ordering Kiosk
- In-Room Ordering



2022

\*Mini FnB Ordering Kiosk

\*Smart Locker



2023

- Hotel Mini Kiosk
- Smart Room Solution
- Ai ChatBot + Human
- Virtual e-Concierge



# HOTEL KIOSK DEPLOYMENT



**City Hotel, Melaka**



**Peony Residence,  
Cameron Highland**



**GM Hotel, Alor Setar**

# HOTEL KIOSK DEPLOYMENT



Kavy hotel: "Vendfun Hybrid Kiosk is truly a revolution. It solves hotel operators worries about staffing problems and deals with customer complain on slow check-in/out. It allows guests to buy drinks and snacks to satisfy their thirst and hunger from the kiosk."

**Kavy Boutique Hotel,  
Cameron Highland**



Snooze hotel: "Vendfun Hybrid Kiosk + Softinn PMS" can help us to solve human resource issue especially during the night shift

**Snooze Hotel, Cameron  
Highland**

# HOTEL KIOSK DEPLOYMENT



My 2<sup>nd</sup> Kiosk to automate our hotel branches



My 3<sup>rd</sup> Kiosk to automate my hotel apartment!

**Snooze Too Hotel,  
Cameron Highland**

**Parkland Apartment,  
Cameron Highland**

# HOTEL KIOSK DEPLOYMENT



**Coller Chinatown,  
Singapore**



**Futura Boutique Hostel,  
Singapore**



**JYU Capsule Hotel, Singapore**



**SCAN ME**

**Thank You**

— Presented by Benny Wee  
+6013 – 2700 828  
[www.vendfun.com](http://www.vendfun.com)