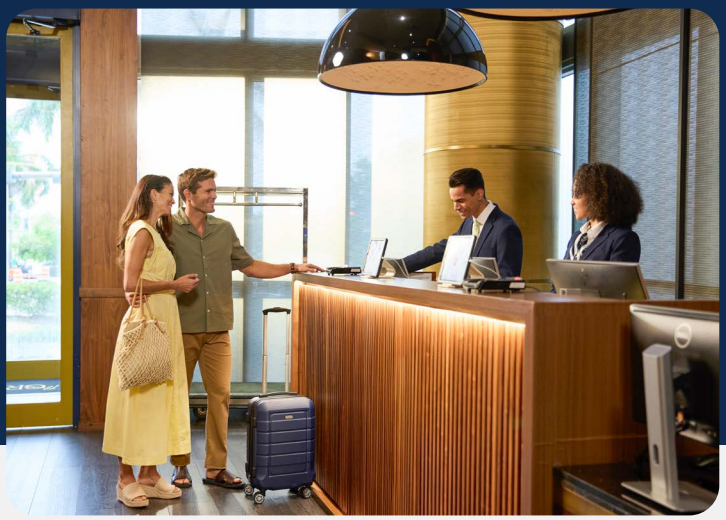


Empowering the Guest: How Self-Service Trends Are Shaping Hospitality Supplies

Self-service is quickly becoming the new standard in hospitality. Guests increasingly value freedom and flexibility to meet their own needs on their own schedules and feel less dependent on staff. In fact, a study showed 80% of travelers prefer stays with automation and self-service technology.[1] This signals a clear shift for the industry: Upgrading guest spaces to reflect this trend is not just a modern amenity but a competitive advantage. These thoughtful considerations can empower guests, reduce wait times, and create an environment that feels welcoming and efficient.

Four tips to help empower the guest with self-service trends:

1 Enhancing the everyday guest experience

Self-service amenities can optimize any guest's experience, and these independence-oriented options show attentiveness to modern traveler expectations. Guest lounges can be optimized with complimentary coffee and tea stations with single-serve brewers, quality creamers and sugar packets.[2] This allows guests to tailor their drinks to their personal taste while staying energized with ease and convenience.

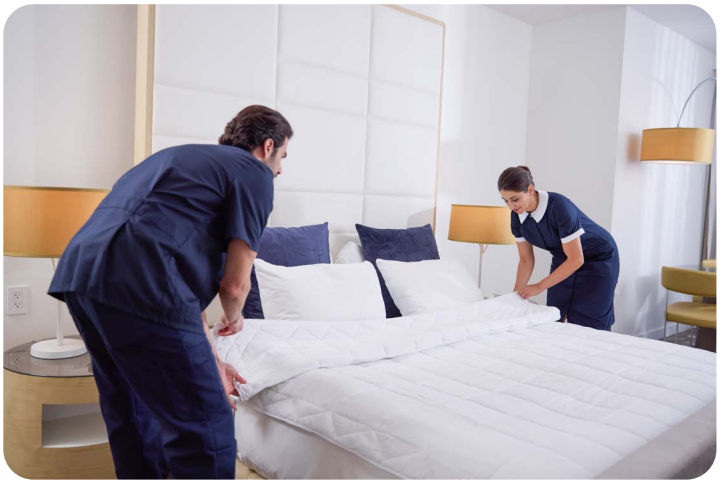
Beyond beverages, offering energy-boosting and hunger-satisfying snacks such as protein bars, trail mix and other individually wrapped treats can help guests feel appreciated. Grab-and-go, self-service options are quick pick-me-ups that can be popular with busy travelers and often easier for staff when restocking.[3] Additionally, offering onsite kitchen amenities and supplies like microwaves, utensils and napkins further enhances convenience.

2 Supporting today's business traveler

Hospitality spaces are often an unintentional second home for busy business travelers as business travel and work from anywhere policies have expanded drastically over the years and corporate travel has rebounded.[4]

Small conveniences can make a significant impact on their day-to-day lives, improve their productivity and overall peace of mind. One way to support these travelers can be by tailoring self-service business centers and coworking corners.

To assist guests in having a seamless working experience, ideal business supplies for guest utilization on the property can include a quality printer, a loaded stapler, continually stocked printer paper, toner, pens, notepads, envelopes and tape.[5] These supplies can mean a great



deal to travelers who depend on these locations for business assistance. This helps guests keep their busy lives moving without worrying about anything they may have left behind or lost. Additionally, providing charging stations and adapters is important for on-the-go guests who need some juice for their phones or laptops before or after meetings and conferences.[6]

Meeting rooms—for those working remotely or hosting guests—can be optimized for self-service with the additions of self-service supplies such as dry erase boards, markers and erasers for guests who need space to think-outside-the-box or collaborate easily without the need to inquire about the supplies. Guests who are working remotely or traveling for work will also need access to HDMI cables, TVs and remotes easily.

3 Designing with function and flexibility in mind

Self-service is about more than just providing supplies – it is about making those supplies visible, accessible and ready to use. Clear signage, open shelving and intuitive layouts help guests to locate what they need without hesitation. Additionally, using compact storage like rolling carts, cubbies and countertop organizers can ensure that a room is kept clean and organized for each guest. These spaces can be refreshed often for changing seasons and priorities, with labels to enhance organization.

4 Why self-service matters for the future of hospitality

At its core, self-service empowers guests and helps reduce unnecessary friction in the guest journey. For hospitality leaders, embracing self-service trends is about enhancing the guest experience with thoughtful, modern solutions.

By investing in well-stocked, well-designed self-service spaces, hotels and venues can help deliver on today's travelers' expectations and set themselves apart in an increasingly competitive market.

Partnering with ODP Business Solutions®

For hospitality partners looking to elevate the guest experience through smart, self-service design, ODP Business Solutions® offers a comprehensive range of hospitality supplies – from snacks to business essentials and technology accessories – so guests have what they need, when they need it.



Ready to help empower guests with modern self-service solutions? Discover how ODP Business Solutions® can support hospitality needs: **www.odpbusiness.com**

[1] https://www.hospitalitynet.org/news/4122623.html
[2] https://www.odpbusiness.com/l/breakroom
[3] https://coolbreakrooms.com/how-unattended-retail-powered-summer-travel-in-2025/
[4] https://www.odpbusiness.com/b/office-supplies/N-1676
[5] https://www.odpbusiness.com/b/cables/N-509689
[6] https://www.odpbusiness.com/b/presentation-boards/N-1677;jsessionid=0000myHbwXipFGcFqJ43AfyDSjF:1frd4nlhv

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