

# NEWS



720 South Michigan Avenue  
Chicago, IL 60605  
(312) 726-7500

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Lynda Simonetti  
Director of Public Relations  
Cellular: 312.617.7357  
Lynda\_Simonetti@Hilton.com

## **HILTON CHICAGO SELF-SERVICE KIOSKS TAKE OFF TO NEW HEIGHTS BY BOARDING PASSENGERS FROM LOBBY**

**CHICAGO, IL** – May 2006. Hilton Hotels Corporation teamed up with IBM to install six guest self-service kiosks located at strategic points in the 1,544 room Hilton Chicago lobby in February 2005. The process has proven efficient and effective for the traveler who simply inserts a credit card for identification purposes, follows a set of on-screen instructions to utilize the touch screens to check-in to the hotel. The Hilton kiosk displays the traveler's reservation, selects a room based on the traveler's preferences, issues a room key and provides printed room directions and information. A Hilton Kiosk Service Agent (KSA) is positioned at the kiosk stations readily available to answer guest questions. Upon departing, the traveler can check-out at a kiosk in the same manner by reviewing and confirming the bill and printing out a receipt. The Hilton Kiosk provides the hotel and guest alike with a new approach to expedite the check-in and check-out process.

In May 2006, a new functionality of the Hilton Kiosks was activated so the guest is able to print their boarding pass from (15) different airlines (Air Canada, Air Tran Airways,

## 2-2-2-2 Airline Web Check-In

Alaska Airlines, Aloha Airlines, America West, American Airlines, ATA Airlines, Continental Airlines, Delta, Frontier Airlines, Hawaiian Airlines, Midwest Airlines, Sun Country Airlines, Northwest Airlines, Southwest Airlines, Spirit Airlines, United Airlines, US Airways). The guest can choose Hilton Check-In/Out or Airline Web Check-In. The same airline rules will apply and are stated on the screen (airlines permit check-in no earlier than 24 hours prior to and no later than 60 minutes before scheduled departure). Once the guest has selected the airline of choice, the airline website welcome screen appears and navigates the check-in process with a virtual keyboard allowing the guest to enter the appropriate information. After supplying the airline with all the requisite information, a boarding pass will be printed. The frequent tech-savvy traveler today certainly benefit from this option compared to the traditional hotel and airline check-in process, especially during peak hours,” said Joe Madera, Director of Front Office Operations, Hilton Chicago.

Hilton Chicago is the flagship hotel for Hilton Hotels Corporation located at 720 S. Michigan Avenue, Chicago, IL 60605. For more information, please contact 1/800-Hiltons or visit [www.hiltonfamilychicago.com](http://www.hiltonfamilychicago.com).

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