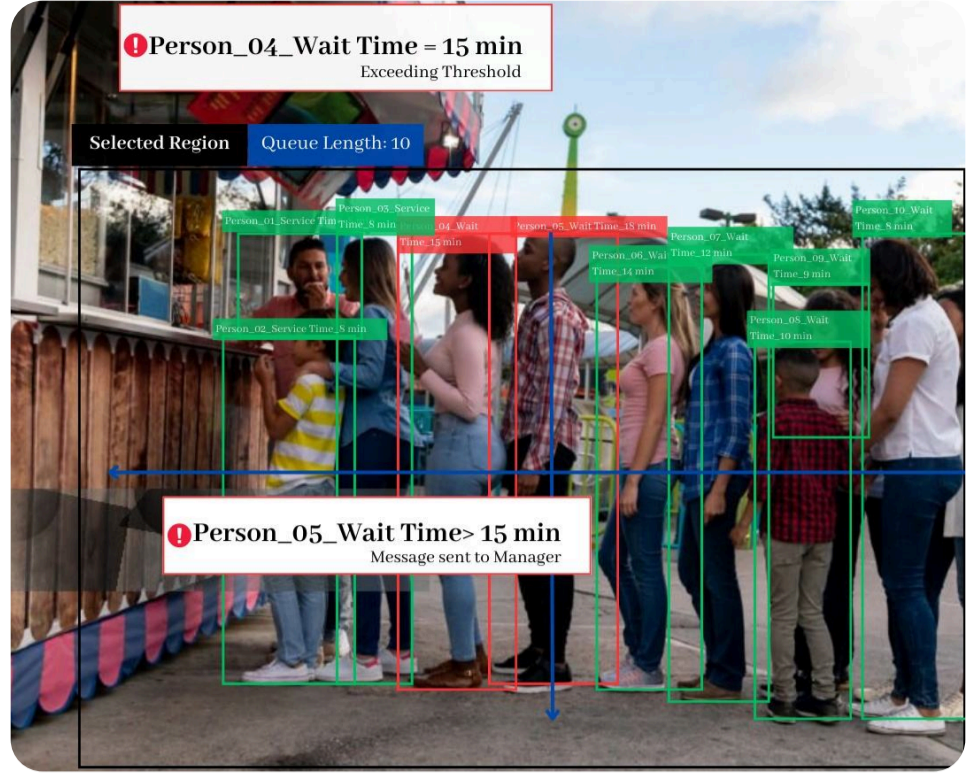


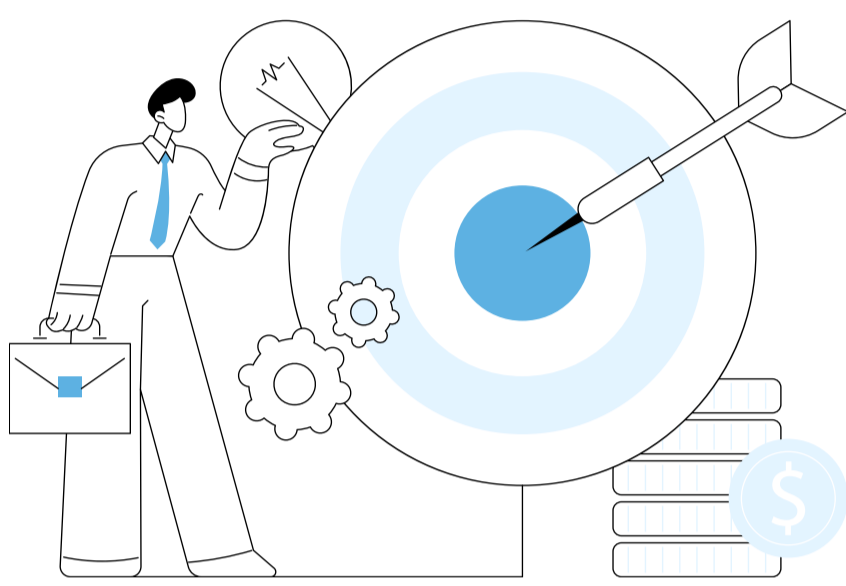
Water Park Optimization

Monitoring and Optimizing Operations at an Indoor Water Park



Client Overview

- A renowned chain of indoor water parks with family friendly resorts in over 20 locations.
- Multiple revenue streams: rooms, water parks, rides, eateries, coffee shops, bars
- A leader in the Best Family Hotel category with numerous awards for exceptional service.

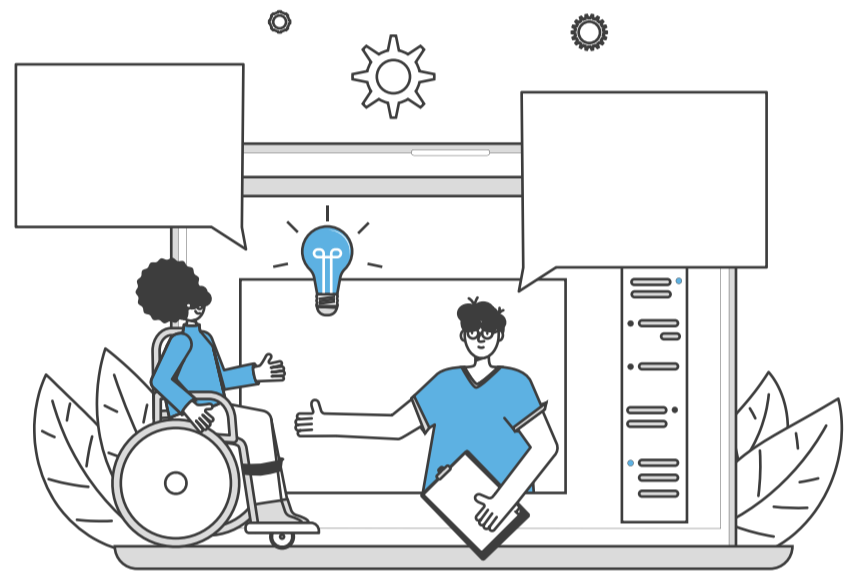


Business Objectives

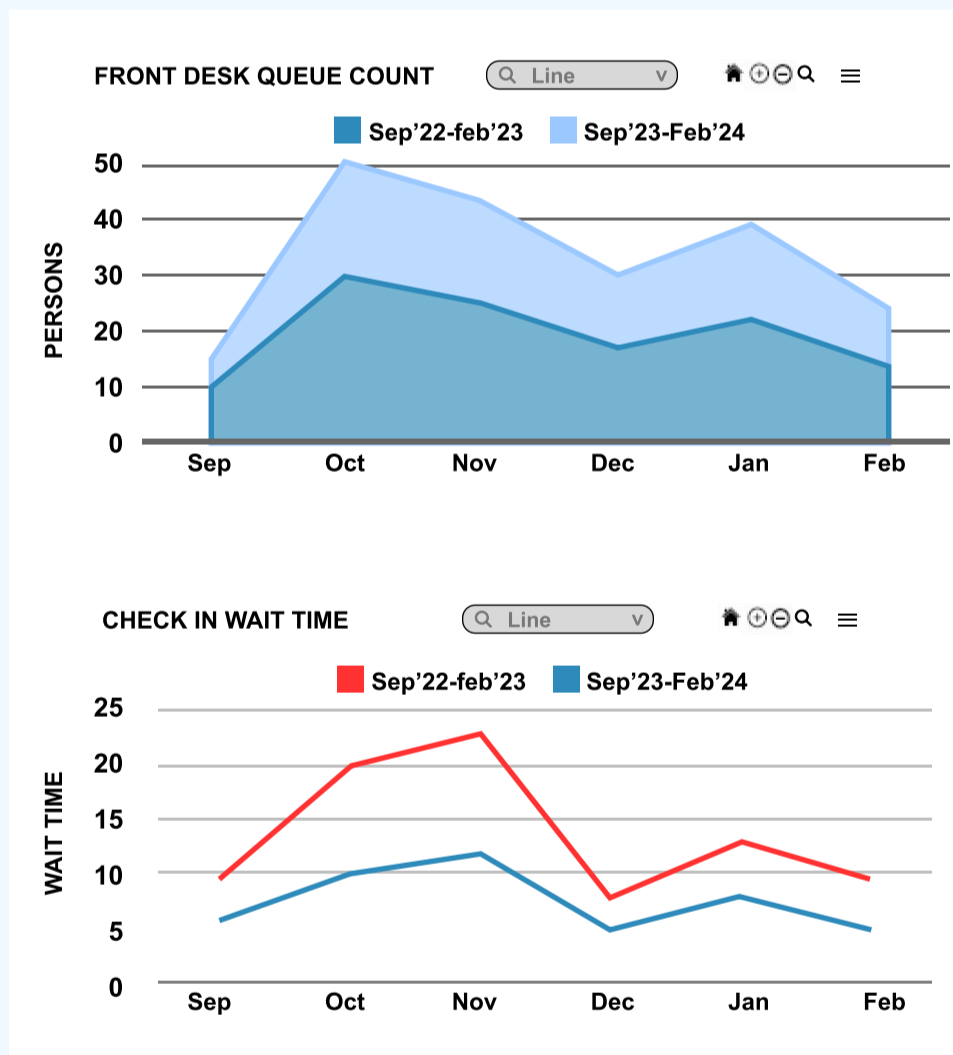
- Improve guest experience, reduce wait times, optimize operations, and enhance throughput.
- Increase revenue generation across amusement parks, restaurants, bars, and coffee shops.

Implementation

Monitoring queues, service times, and throughput using existing cameras at **23 locations**. Operations managers receive real-time alerts for prompt responses. An Operational Efficiency Index is created as a leading NPS indicator. Bi-weekly staffing forecasts are generated based on hourly guest arrival patterns.



Dashboard



Key Metrics



Key Benefits

<p>Real-time alerts for capacity management</p>	<p>Enhanced Operational efficiency</p>
<p>Improved Safety Compliance</p>	<p>Enhanced staff allocation strategies</p>
<p>Streamlined Workflow Management</p>	<p>Increased Throughput and Productivity</p>

Achievements

- Reduction in Wait Time**
Achieved **15-20%** reduction in average wait time through queue length alerts and optimized staff allocation.
- Enhanced NPS**
Significantly improved guest satisfaction leading to higher NPS scores
- Improved Throughput**
Efficient staff deployment resulted in increased throughput and revenue generation