

Enhancing Security and Efficiency at The Ritz-Carlton, Amman with Traka Touch Pro

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As one of Jordan's most prestigious hospitality destinations, The Ritz-Carlton, Amman is synonymous with luxury, safety, and exceptional guest service. To uphold these high standards, the hotel has continually invested in innovative technologies that ensure operational efficiency and robust security, particularly for critical assets such as master keys.

In 2022, The Ritz-Carlton, Amman implemented the Traka Touch Pro Intelligent Key Management System to modernise and secure the management of approximately 100 master keys used by the Loss Prevention team.

THE CHALLENGE

Before the Traka system was deployed, master keys were stored in a basic wall-mounted key box with hooks and labels. Staff were required to log key movements manually in a notebook, a method that was inefficient, time-consuming, and lacked reliability. During periods of peak occupancy, the process often disrupted operations and created challenges around accountability and compliance.

With master keys holding universal access across the hotel, their mismanagement posed not only a security risk but also a financial liability, should keys be lost or compromised.





THE SOLUTION

Recognising the need for a smarter, more secure solution, the hotel installed the Traka Touch Pro electronic key cabinet. This advanced system ensures that only authorised personnel can access keys, with every transaction logged automatically.

With Traka, hotel management can now:

- Instantly view who accessed which master key, when it was checked out, and when it was returned
- Generate audit reports for compliance and investigations
- Receive automatic alerts if a key is not returned within a specified time frame
- Reduce key issuance time, enabling staff to resume duties more quickly without dealing with manual registers

THE RESULT

The implementation of Traka Touch Pro has delivered immediate and measurable improvements:

- Enhanced accountability across staff handling sensitive keys
- Improved operational efficiency, especially during high guest traffic
- Reliable audit trail supporting both compliance and security protocols
- Streamlined workflows, eliminating paper logs and manual errors

LOOKING AHEAD

The success of the initial deployment has encouraged The Ritz-Carlton, Amman to explore broader applications of the Traka system. Plans are underway to integrate the key cabinet with the hotel's existing access control system, enabling personalised authentication methods (e.g., RFID or biometric credentials). This integration with access control system will help unify employee access management, so that deactivating a staff credential automatically revokes access to keys as well as doors and systems. Such integration not only simplifies IT administration but also strengthens security—especially in scenarios involving employee offboarding.

In a sector where seamless service and security go hand in hand, The Ritz-Carlton, Amman demonstrates how technology like Traka's Intelligent Key Management System can elevate both. By securing physical assets with digital precision, the hotel has set a benchmark for smart hospitality operations.

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