

New York Hotel Guest Lockers Deliver Reported 9-Month ROI

A New York City hotel needed day-use guest lockers that could fit inside a small basement. Southwest Solutions Group provided a custom SSG Smart Rental Locker system designed around limited space, high humidity, guest access, and payment processing.

INDUSTRY

Hospitality

This guest storage project helped a hotel serve visitors who needed secure luggage storage before check-in or after checkout.

LOCATION

New York, NY

The smart locker installation was completed for a hotel in the New York City metro area.

FACILITY TYPE

Hotel Guest Storage Area

An underused basement was converted into a paid luggage storage area for hotel guests.

SOLUTION

Smart Rental Locker System

The project combined SSG lockers, Keynius technology, Vpod hardware, and integrated payment processing.

PRODUCTS USED

SSG Smart Rental Locker Solutions

Custom locker sizes were built to maximize rentable storage within the available basement footprint.

OPERATIONAL GOAL

Add Day-Use Guest Luggage Storage

The hotel wanted to improve guest service while creating a new source of rental revenue.

THE PROBLEM

Guests Needed Secure Luggage Storage After Checkout

A New York hotel needed day-use luggage lockers because small guest rooms and early checkout times created demand for temporary storage. The only available location was a compact basement, so the solution had to fit a tight footprint, withstand humid conditions, and support paid self-service rentals.



01

Limited Basement Space

The available area was a small, unfinished basement rather than a dedicated luggage room. The locker layout needed to create useful rental capacity without requiring additional square footage.

02

Demand for Day-Use Luggage Storage

Guests needed a secure place for bags before check-in or after checkout. The hotel wanted a simple rental service that would reduce manual handling and give visitors convenient access to their belongings.

03

Humidity and Custom Sizing

High humidity in the basement affected the locker material selection. Custom dimensions were also required so the smart rental locker system could make efficient use of the available space.

Custom Smart Rental Lockers for Hotel Guests

Southwest Solutions Group provided a custom SSG Smart Rental Locker system using SSG lockers, Keynius technology, and Vpod hardware. The configuration used custom sizes to increase rentable luggage storage within the compact basement. Laminated PVC core construction was selected for the humid setting. Integrated payment processing allowed the hotel to offer self-service guest lockers as a paid amenity and revenue source.



WHAT WE INSTALLED

SSG Smart Rental Lockers

Southwest Solutions Group supplied custom smart lockers for day-use luggage storage. The lockers used laminated PVC core construction selected for the basement's humid conditions.

WHY IT FIT

Custom Sizes and Integrated Payments

The project required one source for locker design, space planning, rental technology, and payment processing. A custom configuration allowed the hotel to add paid guest storage within the existing basement.

OPERATIONAL IMPACT

Guest Convenience and Rental Revenue

The completed system gave guests a convenient storage option and created a new income stream for the property. The hotel reported that the locker investment paid for itself in 9 months.

Converting an Empty Basement Into a Guest Locker Area

Southwest Solutions Group managed the project from planning through fabrication, shipping, installation, and staff training. The design focused on fitting a smart rental locker system into a compact and humid basement. The team also supported daily rental operations, payment reconciliation, and revenue reporting.

01

DISCOVERY & SITE SURVEY

Define Guest Storage and Revenue Goals

The planning process began with the need for temporary luggage storage before check-in and after checkout. Basement dimensions and humidity levels helped guide the locker materials, dimensions, and rental model.

02

LAYOUT, POWER & DATA PLAN

Plan the Basement Locker Layout

The layout was developed around the limited floor area, guest access, system connections, and payment workflow. Custom locker sizes helped use the available walls and floor space more effectively.

03

SUBMITTALS & APPROVALS

Finalize the Custom Smart Locker System

Southwest Solutions Group prepared the specifications required for production. The approved scope included SSG lockers, Keynius software, Vpod hardware, and payment processing technology.

04

FABRICATION & DELIVERY

Build and Deliver the Locker System

The custom lockers were fabricated for the basement dimensions and environmental conditions. Southwest Solutions Group coordinated shipping and receiving before the on-site installation began.

05

INSTALLATION & TRAINING

Install Lockers and Train Hotel Staff

Installation converted the unused basement into a functioning guest luggage storage area. Hotel employees received training on system operation, rental support, and basic guest assistance.

06

MAINTENANCE & SUPPORT

Support Rentals and Payment Reconciliation

Southwest Solutions Group supported daily rental activity, payment reconciliation, and revenue reporting. This service connected the physical locker installation with the hotel's ongoing guest storage program.

RESULTS

Paid Guest Lockers Produced a Reported 9-Month ROI

The project transformed an empty basement into a working hotel luggage storage area. Guests gained access to convenient day-use lockers, while the hotel added automated payments and a new revenue stream. The property reported a return on investment within 9 months.

PRIMARY OUTCOME

Reported Return on Investment in 9 Months

The hotel reported that the smart locker system paid for itself in 9 months. Rental income from the paid luggage storage service supported the return.

GUEST EXPERIENCE

Convenient Day-Use Luggage Storage

Guests gained a secure storage option for bags before check-in, after checkout, or when room space was limited. Automated payments and a defined rental process supported easier access.

SPACE USE

Underused Basement Converted Into Rental Space

A compact basement became an organized guest locker area. Custom locker dimensions helped create rentable capacity without expanding the hotel's footprint.

LONG-TERM VALUE

Ongoing Guest Service and Hotel Revenue

The smart locker program gives the hotel a continuing paid amenity for guests. Payment processing, rental support, reconciliation, and revenue reporting help maintain the service after installation.

New York Hotel Guest Locker Project Photos

These images show the small basement before installation, the planned locker area, and the completed smart rental locker system.



READY TO SOLVE A SIMILAR PROBLEM?

Need Smart Guest Lockers for Your Hotel?

Southwest Solutions Group designs and installs smart locker systems for hotels, hospitality venues, commercial facilities, and other guest-focused properties.

Our team can help you turn an underused area into secure luggage storage with custom locker sizes, electronic access, and integrated payment processing.