

## Hyatt to test new translation feature to benefit the hospitality industry

**CHICAGO (January 8, 2019)** – [Hyatt Hotels Corporation](#) (NYSE: H) today announced that Hyatt is collaborating with Google to pilot a new capability of the Google Assistant – Interpreter Mode. With this feature, users are able to receive translations for dozens of languages and conduct conversations in real time. At participating Hyatt hotels, Interpreter Mode will enable guests and colleagues that speak different languages to communicate via spoken and written translations of their own languages on a Google Home Hub.

“At Hyatt, we view technology as a way to scale care for our guests and colleagues and enhance the meaningful human connections that are fundamental to our industry,” said Alex Zoghlin, global head of strategy, innovation and technology for Hyatt. “As international tourism continues to rise, implementing solutions like Interpreter Mode ensures the needs of today’s global traveler base remain at the core of our innovation strategy. We are excited to collaborate with Google on a new technology that offers the potential to create widespread impact across the hospitality industry.”

At Hyatt, Interpreter Mode is being piloted at Hyatt Regency San Francisco Airport’s concierge desk to assist with fulfilling guest needs. To use this solution, hotel guests will identify their language on the Google Home Hub screen and hotel colleagues will activate Interpreter Mode to translate the conversation. In addition to assisting guests, this solution is being used to support colleague engagement efforts.

“Hyatt Regency San Francisco Airport welcomes guests and colleagues from around the world, creating a diverse mix of backgrounds and languages,” said General Manager Irby Morvant. “With the possibilities presented in Interpreter Mode, we strengthen our commitment to provide a seamless guest experience, and create a welcoming and inclusive environment for colleagues.”

*The term “Hyatt” is used in this release for convenience to refer to Hyatt Hotels Corporation and/or one or more of its affiliates.*

For further information:

### About Hyatt Hotels Corporation

Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company with a portfolio of 14 premier brands. As of September 30, 2018, the Company's portfolio included more than 750 properties in more than 55 countries across six continents. The Company's purpose to care for people so they can be their best informs its business decisions and growth strategy and is intended to attract and retain top colleagues, build relationships with guests and create value for shareholders. The Company's subsidiaries develop, own, operate, manage, franchise, license or provide services to hotels, resorts, branded residences, vacation ownership properties, and fitness and spa locations, including under the **Park Hyatt®**, **Miraval®**, **Grand Hyatt®**, **Hyatt Regency®**, **Hyatt®**, **Andaz®**, **Hyatt Centric®**, **The Unbound Collection by Hyatt®**, **Hyatt Place®**, **Hyatt House®**, **Hyatt Ziva™**, **Hyatt Zilara™**, **Hyatt Residence Club®** and **Exhale®** brand names. On November 30, 2018, the Company expanded its hotel and resort portfolio with the inclusion of the **Alila®**, **Destination®**, **Joie de Vivre®**, **Thompson Hotels®** and **tommie™** brands. For more information, please visit [www.hyatt.com](http://www.hyatt.com)

### MEDIA CONTACT:

Vanessa George

Hyatt

+1 312 780 5451

[vanessa.george@hyatt.com](mailto:vanessa.george@hyatt.com)

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