



Keyword: The Montcalm Marble Arch

# London: Meet the Google Glass Concierges From the Montcalm Marble Arch

London: Meet the Google Glass Concierges From the [Montcalm Marble Arch](#). The [Montcalm's](#) Guest Experience Managers will use Glass to "offer guests advice on local restaurants, shops, travel plans, attractions and activities, or simply to give directions". So far, so standard concierge. So why Glass?

By using Google Glass, staff will be able to engage better with their guests , maintaining eye contact and a natural dialogue while accessing information, rather than having to keep looking down at a screen. It also frees them from the restrictions of being based behind a desk - removing a physical barrier between them and the guest.

Are we Luddites, or does that sound kind of threatening? Let's hope they judge which guests will be Glass-friendly before they engage.

The hotel also plans for guests to be able to use Glass themselves, and sync it with the in-room technology. Now that could be interesting.

It's good to see a hotel trying something new, of course, so we'll try our best to shake off those Glasshole reservations....

[Photo: [Montcalm Marble Arch](#)]

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