

HOTEL AND GUEST APPS

Travellers are increasingly looking to stay at hotels offering self check-in / out, mobile keys, smart TV's and contactless mobile payments.



1
In transit guests can check-in via the app. Room key is downloaded onto their phone.



2
The app can automatically notify the hotel as the guest arrives, ensuring a personalised welcome.



3
Using beacon technology the app can identify the guest location and assist with directions to their room.



4
Notifications can be sent to guests as they walk through the hotel promoting property outlets and services.



5
Reservations can be made at hotel restaurants with menus being available for ordering.



6
Hotel apps can locate property staff ensuring efficient operations, enabling fast resolution to guest requests or maintenance issues.



7
Simplify self check-out options, payments can be processed via the app.



8
Give guests the opportunity to provide direct feedback to the hotel on their stay and experience. Encourage guests to book their next stay directly via the app.

End to End communications through the entire customer journey



Pre stay

- Reservations being made via a mobile platform are only increasing.
- Communicate directly with guests before their arrival answering all questions, automating confirmations and cancellations.



During Stay

- In-House guests can communicate directly with hotel staff and order services from their own devices.
- In Room Controls such as TV, climate and lighting controls.
- Touch & Go contactless payment
- Self Check-out.



Post Stay

- Encourage guests to leave reviews on social media.
- After stay communication. Offer feedback options to guest via the App.
- Entice guests to book their next stay directly.

