techtalk.travel

Ways to use guest messaging across the entire guest journey



IMPROVED SERVICE

Chat bots on website & booking engine





IMPROVED SERVICE

Send reservation confirmation.

Provide necessary information prior to arrival.

Confirm arrival time with guest.

Send directions to guest

Room ready message on day of arrival.



IMPROVED SERVICE

During check-in process advise guests they can communicate via preferred messaging service.

Provide text number to guest.

Share daily activities.

F&B specials.

Rest & bar operating hours.





IMPROVED SERVICE

DRIVE REVENUE

Interact with the guest during stay via messaging services.

More personal less obtrusive.

Provide mid stay survey.

Room service ordering.

Housekeeping or maintenance requests.

Attend to guest requests.

Increase ancillary revenue by offering spa or restaurant reservations





IMPROVED SERVICE

HAPPIER GUEST

Provide assistance for check-out. E.G. transport needs, any other

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E.G. transport needs, any oth services needed.





IMPROVED SERVICE

BETTER REVIEWS

Thank guest for staying.

Encourage them to return.

Offer any promotion code for next stay.

Provide post stay survey for guest to complete.

POST STAY /
NEW BOOKING



PRE-ARRIVAL INFORMATION



4 ON PROPERTY / STAY

Text guest day before departure offering late check-out or reminder of checkout time or an extension on their stay.



PRE-CHECK OUT



PRE-ARRIVAL INFORMATION

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