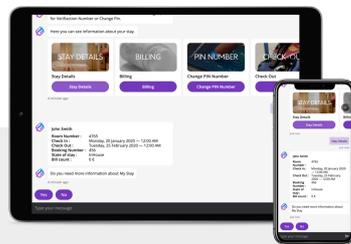


Virtual Concierge

Redefining Hospitality Service

Today's guests are looking for much more than a location or bed when they travel. They are searching for unique, emotional experiences that turn their visit into much more than just a stay in a room.

These experiences are engrained in the details they encounter during their stay.



"The Virtual Concierge can answer up to 80% of routine questions"

Why a virtual concierge

By providing a responsive, efficient experience for guests, the Virtual Concierge will improve guest satisfaction, loyalty and strengthen the connection to your brand.

The Virtual Concierge compliments the great services the hotel already has and brings guests attention to all of the opportunities available to them during their stay.

Benefits for the hotel

- Lower operational costs
- Increase service levels and guest satisfaction
- Build guest loyalty from the start
- Helps promote your hotel services, offers
- Allows staff to work smarter
- API integration into hotel PMS or service applications

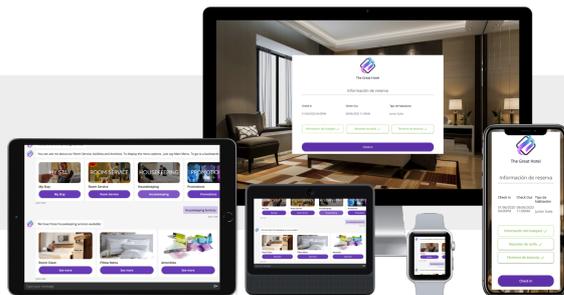
Benefits for the guest

- Helps enhance guest communication
- Instant access to hotel services
- Information on all the hotel facilities
- Personalised content
- Check-in / Check-out features

Anytime, anywhere

The mobile phone is the one thing that most guests carry with them no matter where they are. And with it, they will also carry the Virtual Concierge.

Guests can access information, make in-room purchases or reserve a restaurant or SPA using their own mobile phone.



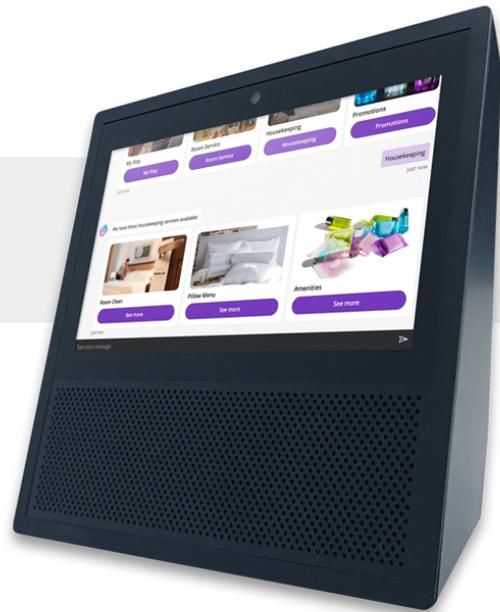
"The average online attention span is a mere eight seconds and you have to be available to engage in that time"

Virtual Concierge

In room Devices

Guests want hospitality experiences that are memorable and tailored to their needs.

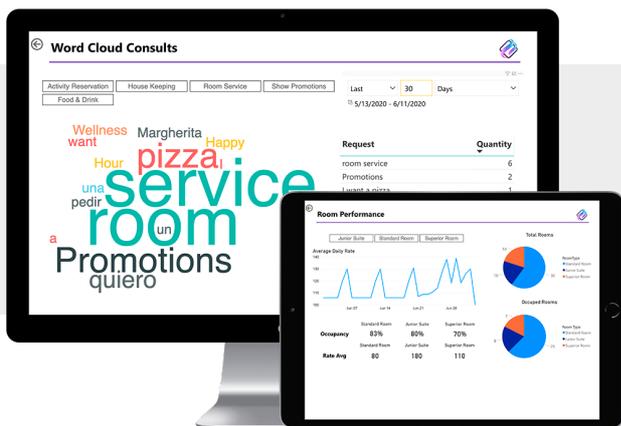
With a guest room device such as the Amazon Echo Show or the Alexa Nest, the Virtual Concierge helps to deliver those immersive experiences as well as simplifying tasks like ordering room service, finding information and even checking out.



Gain valuable insights

Every interaction with the Virtual Concierge gathers valuable data. When you really know what your customer wants, you can easily meet their needs and exceed their expectations.

The Virtual Concierge provides value Insights that offers better trend predictions based on guest behaviour. Real time statistics helps the business understand what guests are asking for, or what services they are looking for, even if they are not on offer.



Staff work smarter

The Virtual Concierge takes care of the respective tasks and information enquires, while sending service requests directly to the right team.

This ensures a responsive service at all times that enables your staff to work smarter and focus on the guest interactions that matter most.

The Virtual Concierge ensures that requests are always prioritised effectively, and bottlenecks eliminated.

“Poor service is one of the top complaints when writing a negative review about a hotel!”

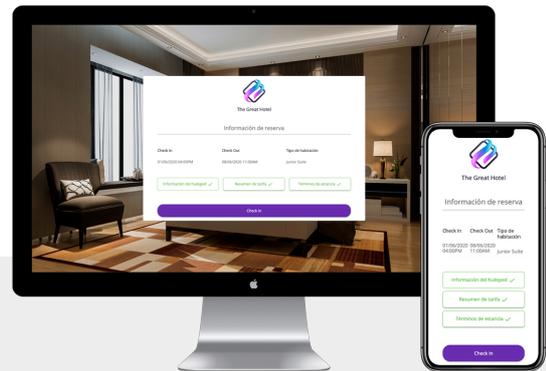
Virtual Concierge post COVID-19

The aftermath of the global COVID-19 pandemic crisis will continue to reshape the way that hotels perform many of their daily tasks.

The Virtual Concierge can be implemented quickly and provides a new layer of interaction between the hotel and its guests while bringing key features that guests will demand in this new post COVID-19 era.

Self check-in

Guests can perform a pre-checkin or full check-in via the Virtual Concierge – even if your PMS system does not have this feature. The Virtual Concierge can interface with the hotels backoffice systems to perform the main check-in functions.



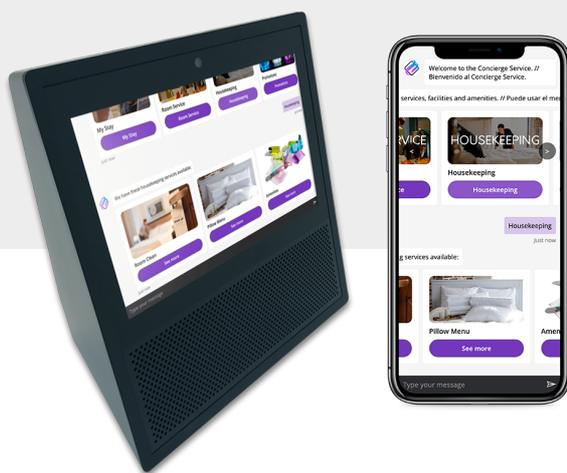
Get up to date information

Guests can find all the information about the hotel's facilities, services, restaurants, room service, promotions and much more. It can also answer questions using natural language such as "can I order drinks to the room".

Make online reservations

Make reservations quickly and easily using the Virtual Concierge for the restaurants, SPA, activities, etc.

The guest will receive confirmation messages and alerts to remind them of their reservations.



In room service

Guests who want to avoid queues or prefer to limit the interaction with other guests can order breakfast conveniently from the Virtual Concierge and have it delivered to their room at the time of their choosing.

Self check-out

When it's time to check-out the Virtual Concierge can guide you through the process. You can access your hotel bill, and even make the payment securely with a credit card.

Then request your luggage to be collected, your car to be prepared or a taxi called. The Virtual Concierge can take care of it all.

