



Brintia launches more functionality for its Virtual Concierge Solution to help hotels with the post COVID-19 challenges.

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

From the way guest's check-in and out of a hotel, how they order their food, make reservations and obtain information on all the facilities and services available to them during their stay.

“ The ability for guests to be able to self-service will be an important factor for guests at the time of choosing where they stay

With social distancing measures in place, many hotel guests will be looking to limit the human interaction and obtain information digitally, with the ability to self-service where possible.

The ability for the guest to check-in electronically is now a must have feature for any modern hotel.

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

Here are 5 ways the Virtual Concierge can help post COVID-19

1. 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 such as;

- Manage the guest information
- Upload Identification documents
- Manage registration card information
- Verify Terms & Conditions
- Enter Credit Card securely

2. Up to date digital information

The Virtual Concierge is packed full of hotel information which can be accessed anytime, anywhere by the guest – even before they arrive. 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”. No more leaving printed papers in the room, the guest can receive notifications of changes to schedules or reminders of upcoming events.

3. Make 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.

4. Room service using your mobile device

If you prefer to eat in your room, the Virtual Concierge can facilitate the complete ordering process. From viewing the menu, ordering and receiving updates on the status of the order. Enjoy breakfast in bed ordered via the Virtual Concierge and avoid queues during the morning rush.

5. 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.

For more information - contact hello@brintia.com

<https://www.brintia.com/virtual-concierge-postcovid19/>