

Text & instant message with your guests safely and at scale to increase guest satisfaction, generate more revenue, and streamline operations

Jacob loves extra pillows but, like most millennials, he hates calling.
At this hotel he just texts the OL number.



"Can I please get two extra pillows?"



Housekeeping message:
"Two extra pillows for room 318"



"Pillows will be up in 5 min. Let us know if you need anything else"



"Thank you very much"



Jacob's positive feelings about this hotel

"Pillows FTW!"



Instant messaging is the best way to communicate with guests

Key Benefits

1. Easy and seamless way for guests to engage and purchase services, request help, and provide feedback
2. Scalable real time responsiveness across your entire organization can grow revenue and improve guest satisfaction while increasing employee utilization
3. Every conversation is documented. Use the data to discover and solve systemic problem and hold employees accountable

The OwnerListens Difference

- >> Reach the right employees at the right time, no matter where they sit in the org chart. More powerful & efficient than calls or emails to guest service desks and contact centers
- >> Powerful routing engine that learns and optimizes conversation over time. Gradually increase the percentage of automated responses as the system learns
- >> Support for multiple instant messaging apps all managed from one interface; Gives guests a choice while reducing operational complexity
- >> Personalized follow up call to actions to engage guests in a continued relationship with your property and brand