

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

Bill & Sandy are in a hurry to catch a flight. They can't wait in line to checkout. Luckily, this hotel uses an OL number so they can text.



"Checking out.
Thanks!"



Front desk message:
"Room 1723 checking out"



"The room is paid but there's a tab of \$27.03 for room service from last night. Charge the card on file?"



Bill: "Please do! Thanks!"

"You're all set.
Have a safe trip back"



Bill: "Thanks!"

RESERVATIONS & SALES

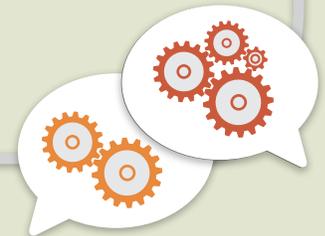
FRONT DESK

HOUSEKEEPING

VALET

CONCIERGE

BILLING



Sandy & Bill's
satisfaction level



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 staff 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 conversations 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