

Connect with guests, deliver best experiences and drive sales

We will be arriving by noon, is early check-in available?



Hello Ms. Watkins, yes we do! We'll have it ready for you by then. See you soon!

Thank you 😊



Key objectives

- Unify messages across various channels
- Automated messaging at key stages of guests journey (with PMS integration) through two-way Guest Communication, no app download required
- All in one reviews platform to ace online reputation, manage all reviews and guest experience with detailed insights dashboard

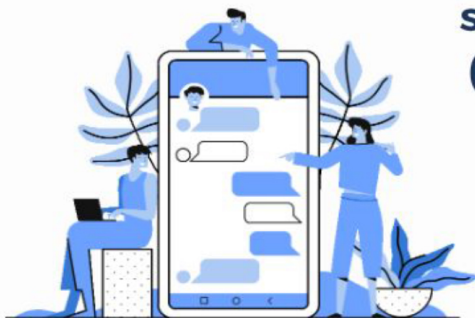
Guest Journey

Mapping the guest journey allows one to understand the various stages a typical guest goes through. Understanding these stages will help you understand various touch points in guests' journey and this will enable you to elevate the guest experience and drive important business metrics.

Research

Looking for the right experience. Budgeting the trip & evaluating options. Reviews shape the decisions. Key drivers: TripAdvisor, OTAs, Google, Instagram, Facebook, Forums & Community.

STAGE
01



STAGE
02

Booking

Price comparison, getting the right price/value ratio. Possible pre-booking questions to hotel staff. Decision to book direct or through the OTAs (Booking.com, Expedia, Airbnb or Region Specific).

Pre-Arrival & Check-in

Making the arrival experience very smooth and informative. Getting the relevant details about the stay, the area, events, warm welcome & check-in experience

STAGE
03



STAGE
04

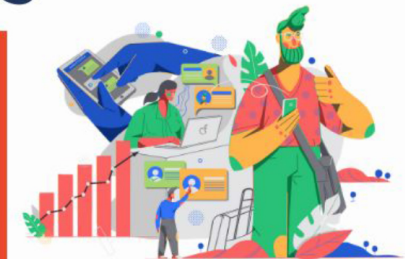
During the Stay

Actual experience during the stay. This is the stage where guests can start sharing their reviews online. Mid-stay checking on how the stay is going may lead to possible service recovery.

Check-Out & Post Stay

Make it easier for guests to leave direct feedback or reviews, which will drive the reviews volume and score up, that will attract more bookings & have positive influence on pricing. engaging with each guest on Google, and OTAs instills confidence in other travelers researching online.

STAGE
05

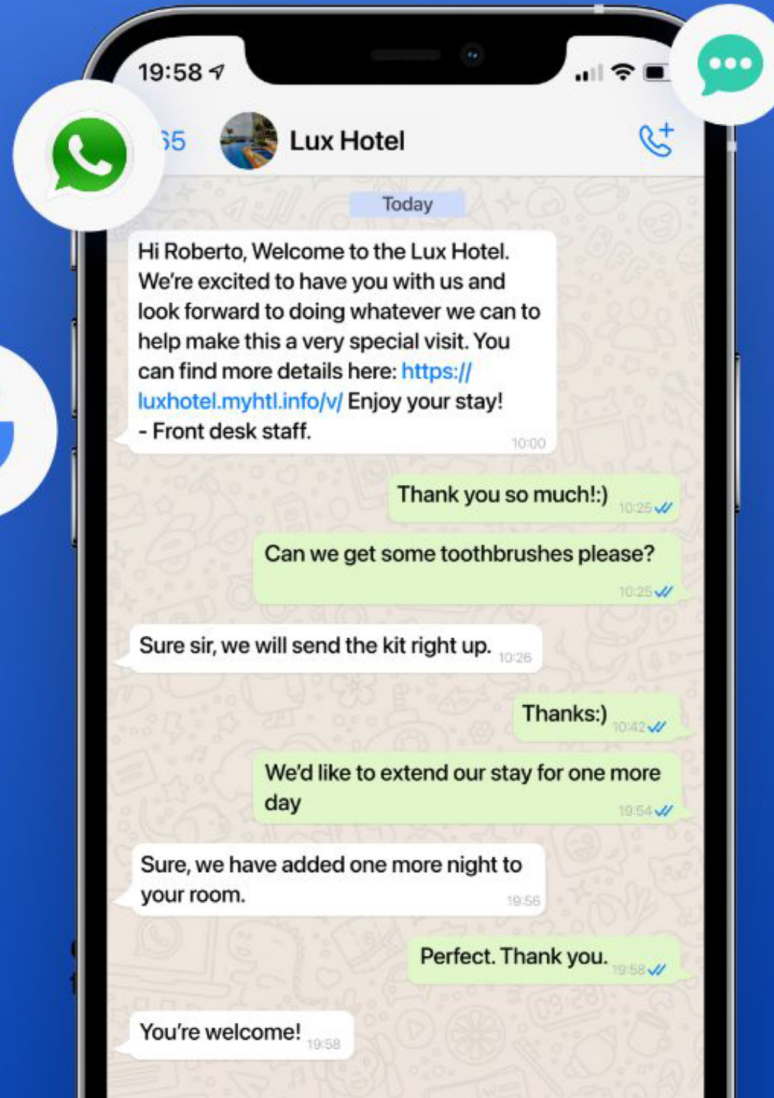


www.GuestTouch.com



GuestTouch

GuestMessaging



Use case examples

1



Text guests the day of the arrival and ask when they will arrive
provide key details, directions, suggest upgrades, shuttle and transportations.

Personalized check-in with concierge page
provide wifi, amenities and other details that guests need at this stage in a beautiful micropage



2

3



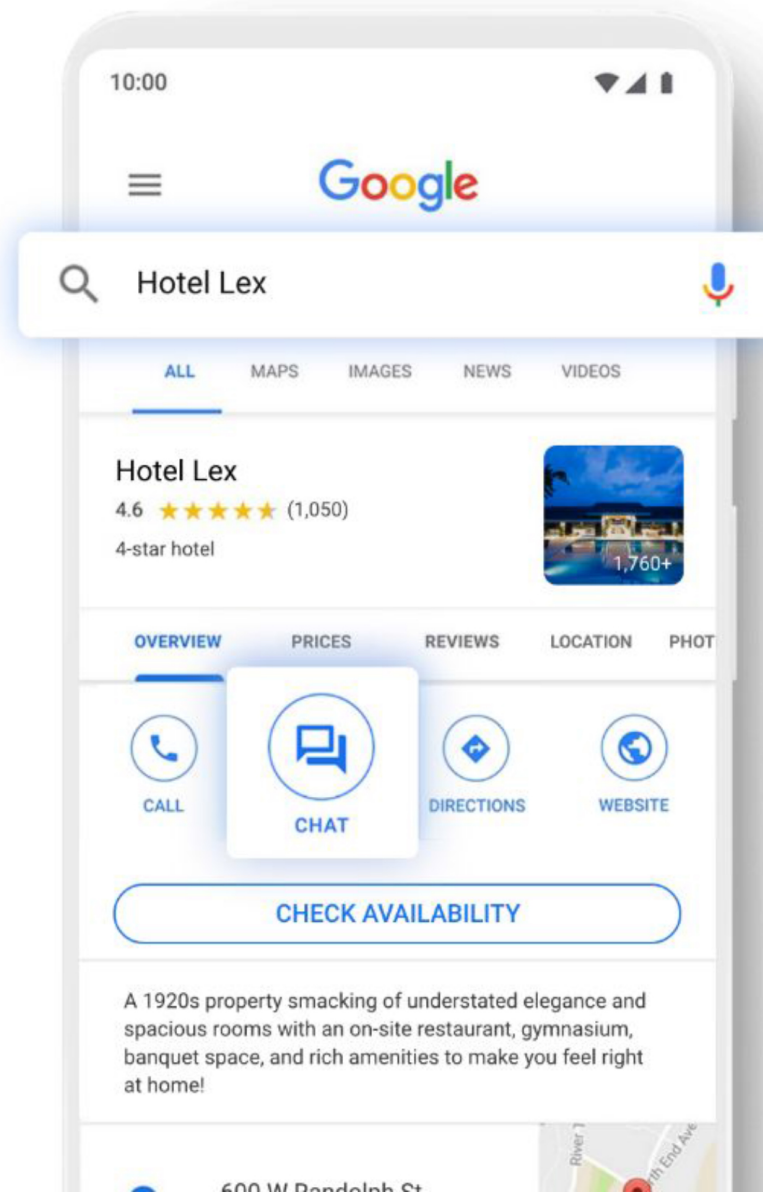
Deliver best experiences during the stay
Check-in with guests about their stay, ask how is their room and if there is anything you can provide anything else

Text the guest at the end of the stay
Ensure a great departure experience, collect internal feedback and reviews seamlessly.

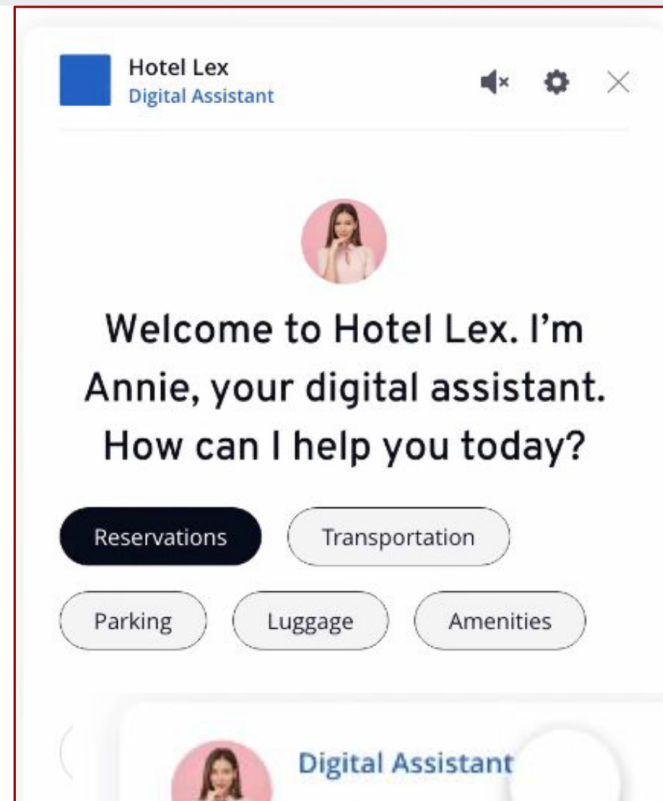


4

Connect with
customers at the
moment of search



WebChat with FAQs: Engage your website visitors, **increase your direct sales.**



Example: <http://lexennoho.gtpreview.com/>

Access the same **features** and **more** on Desktop

The screenshot displays the Engage desktop interface. At the top, the Engage logo is on the left, and the user profile for 'Lux Hotel +18962345132' is on the right. The main area is divided into a left sidebar and a central message view.

Messages List (Left Sidebar):

- Justin Kirk** (Today): Lead, Group booking. Message: "Hi do you have family room available for..." (1 unread)
- Roberto Sanchez** (Today): VIP. Message: "Can we get some toothbrushes please?" (1 unread)
- Jessica Morris** (Today): Group booking. Message: "Hi a group of us are traveling for family..." (2 unread)
- Tracy Garraway** (25 Aug): New booking, Arriving today. Message: "Thank you:)"
- Mike Hartley** (21 Aug): Message: "We will be checking in around 6 today."
- Adrian Wade** (19 Jul): No message preview visible.

Message View (Center):

Header: **Roberto Sanchez** (415.355.4546), Room F504 (Staying in), Sep 05, 2021 (Check-in date), Sep 12, 2021 (Check-out date). Labels: VIP.

Message history:

- From Sean, Front Desk (5 mins ago): "Hi Roberto, welcome to the Lux Hotel. We're excited to have you with us and look forward to doing whatever we can to help make this a very special visit. You can find more details here: <https://luxhotel.myhtl.info/v/> Enjoy your stay! - Front desk staff."
- From Roberto Sanchez (1 min ago): "Thank you so much!:"
- From Roberto Sanchez (1 min ago): "Can we get some toothbrushes please?"
- From Sean, Front Desk (Now): "Sure sir, we will send the kit right up."

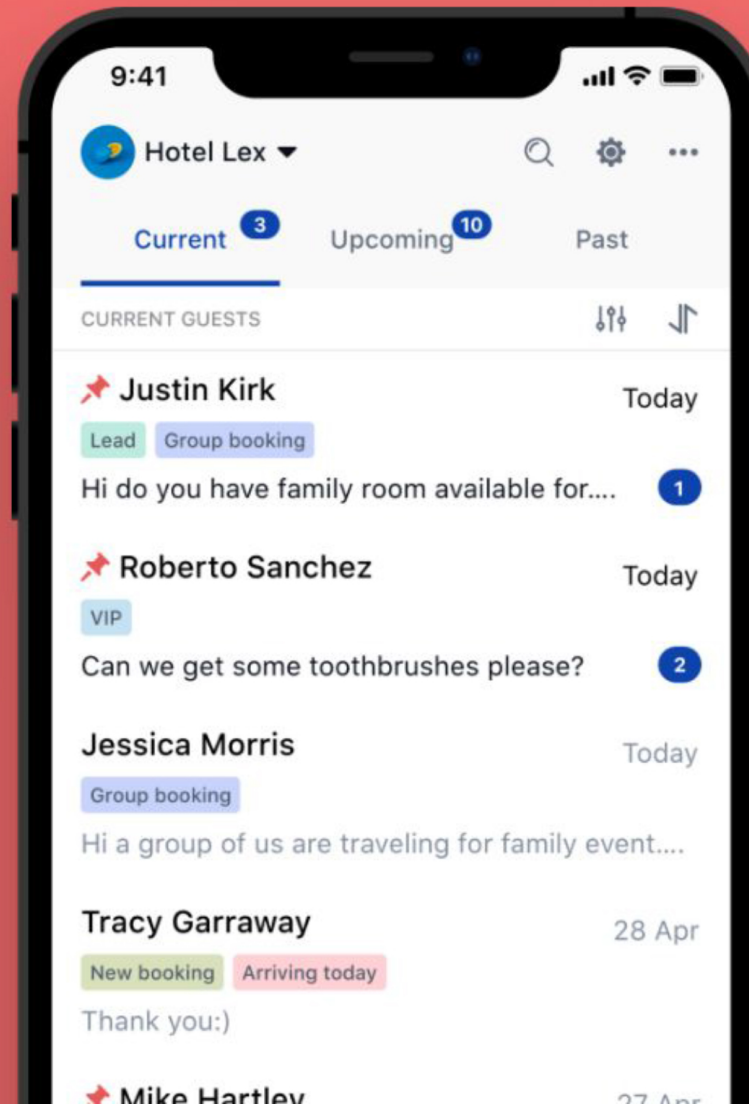
Notification: "You have 24 hours to respond to message. You can type custom message or select one from the available templates."

Message Templates: Happy Hour, Send booking link, Shuttle schedule, Food menu.

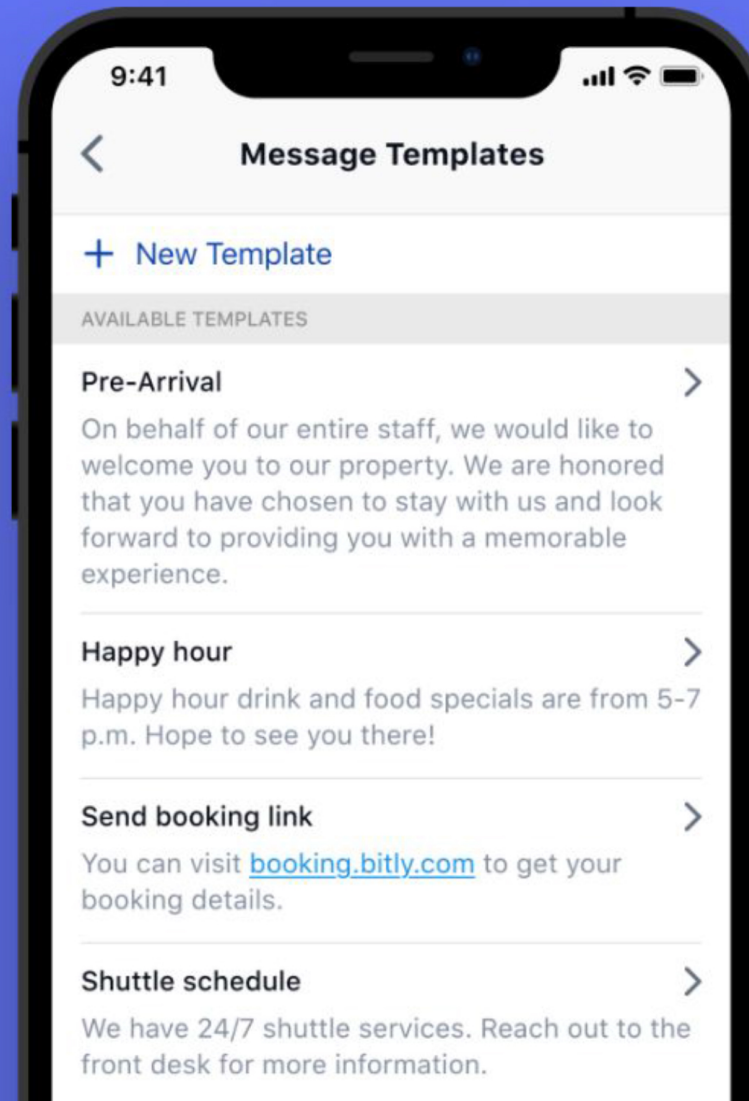
Input field: "Type your message...."

Rich text editor: B I [Link] [Image]

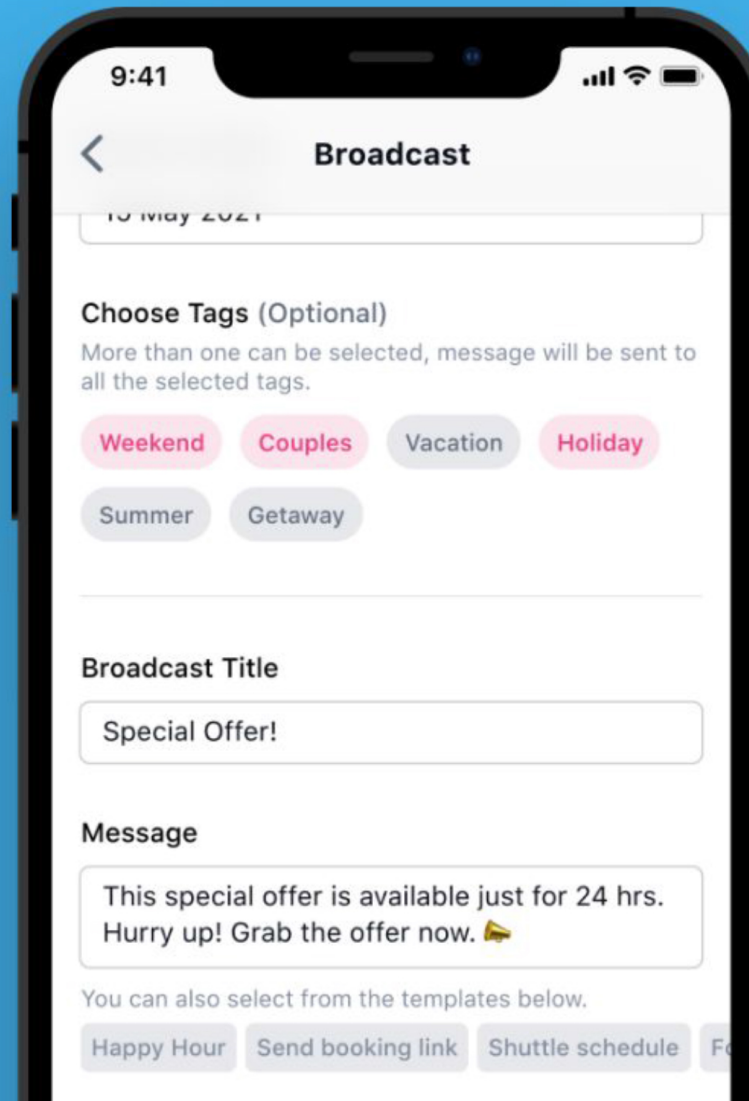
Get all your
messages
in a single inbox



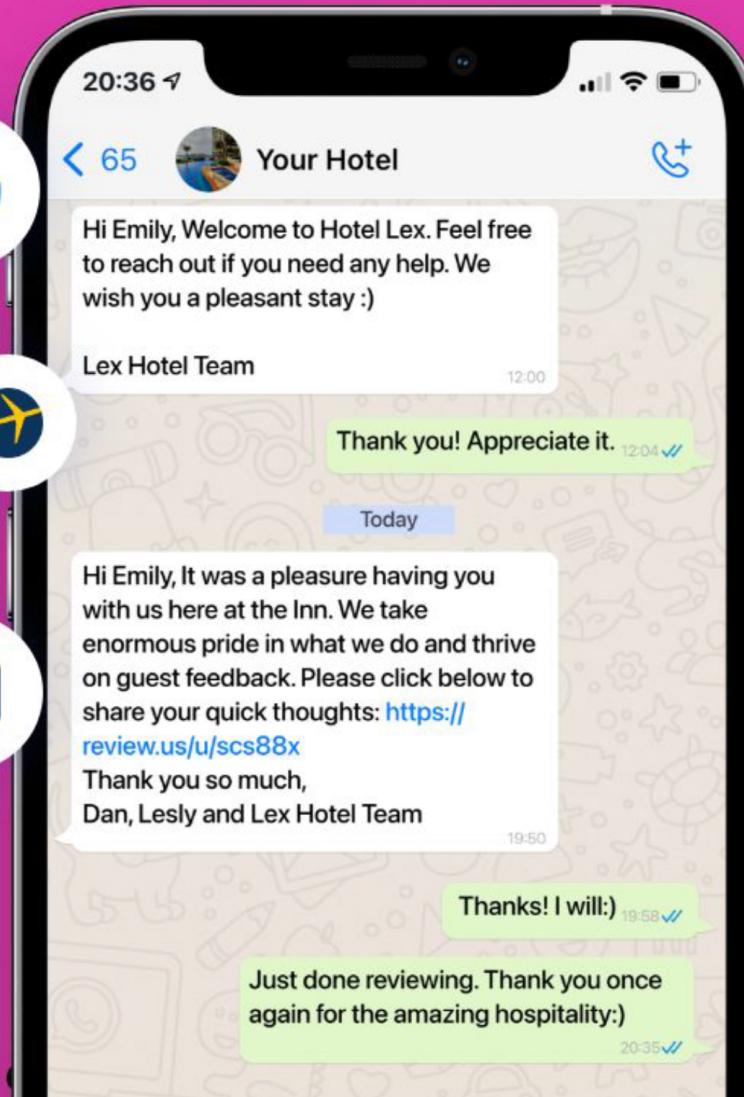
Save time with
automated
messaging and
templates



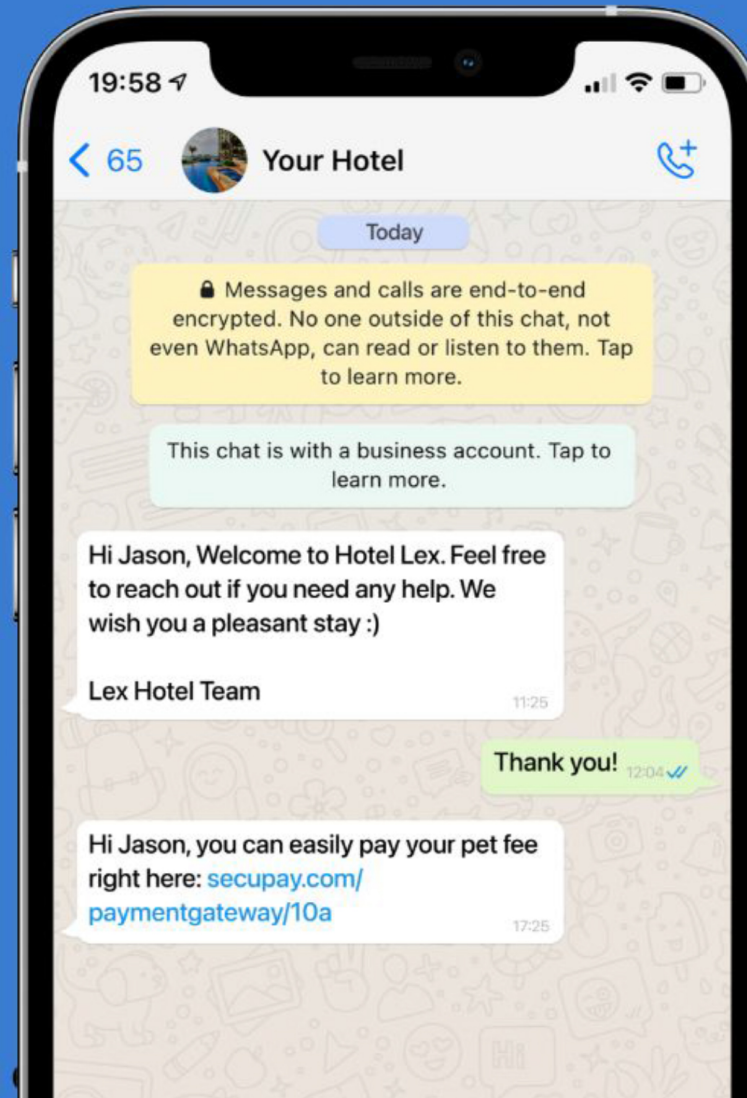
Schedule or send
bulk messages
easily



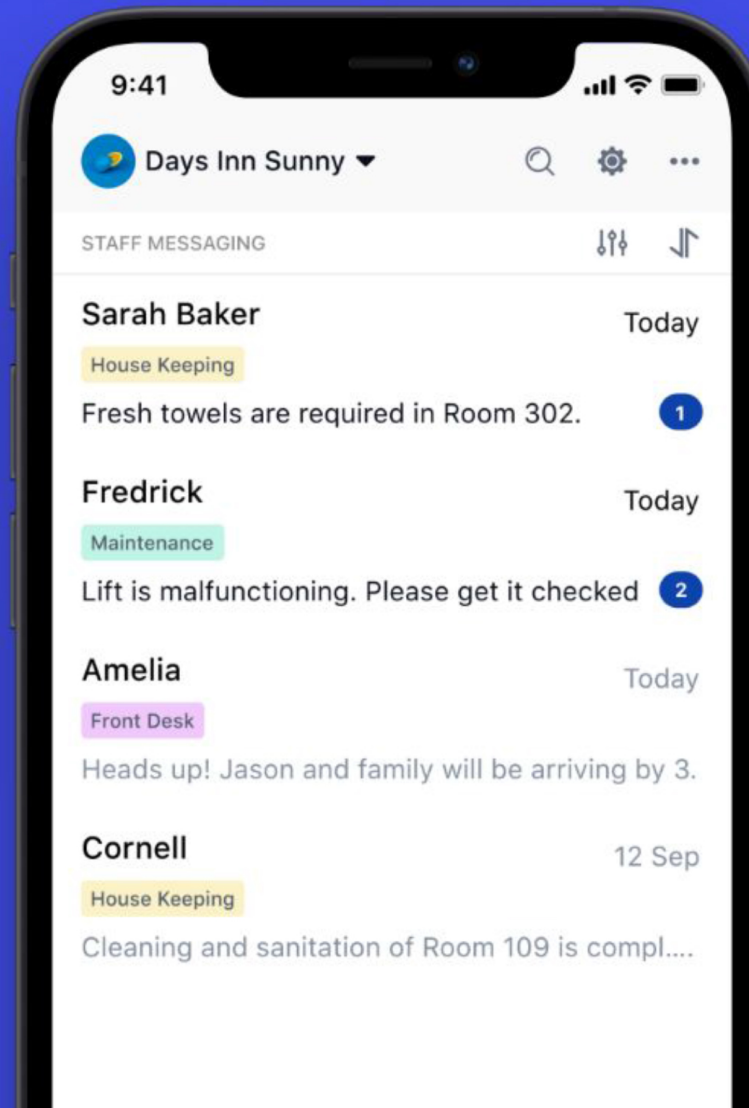
Collect reviews and guest feedback



Payments: Accept payments seamlessly



Staff messaging: easily connect with your team



Automated Translations: 2 way translation built in to every conversation

In Spanish

Hola, ¿hay algún descuento especial disponible? Por favor, hágame saber de todas las ofertas especiales en curso.

Spanish → Translate to [English](#)

Q Search Language

Mandarin

Spanish

French

Swahili

Russian

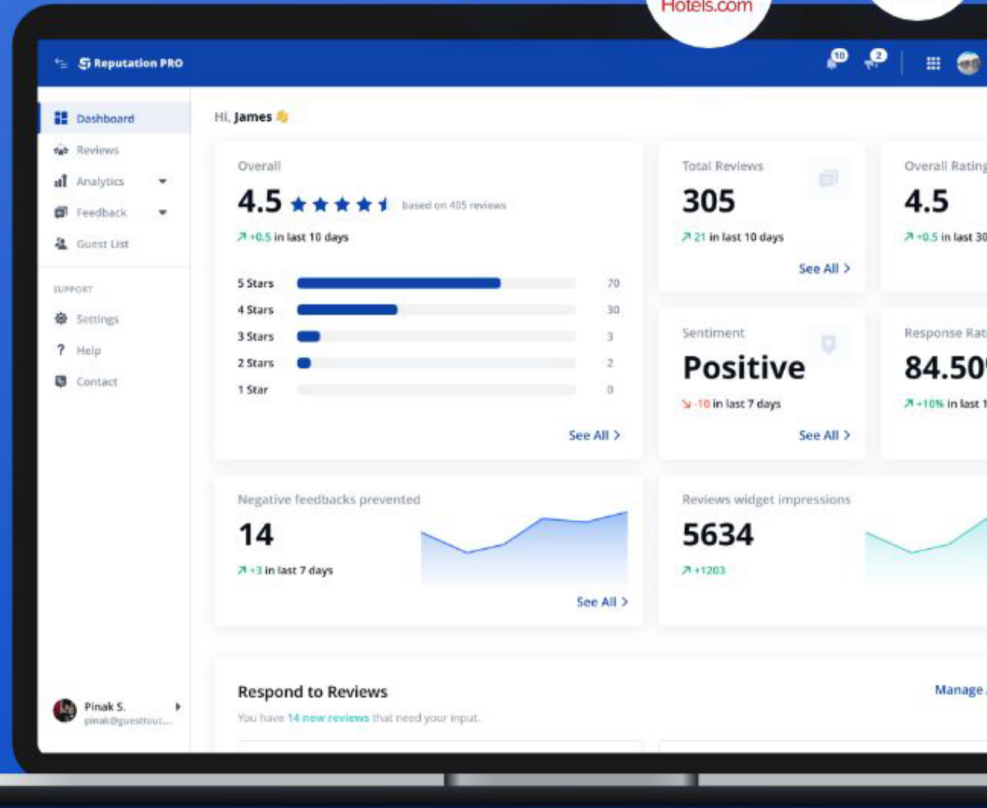
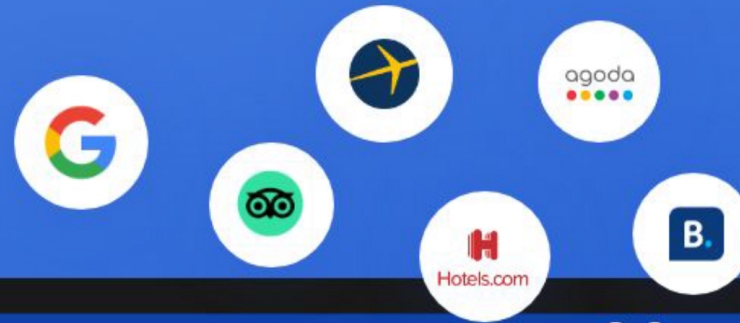
Replying in [Spanish](#)

 Yes, special discoun|





GuestTouch ReputationPRO





Manage all your reviews and guest feedback easily

The screenshot displays the Reputation PRO dashboard. The top navigation bar includes the 'Reputation PRO' logo, notification icons for 10 messages and 2 alerts, and a user profile for 'The Chancellor' with the phone number '+18962345132'. The left sidebar contains menu items: Dashboard, Reviews (selected), Stats, Feedback (with sub-items Overview and Upload), Guest List, and a SUPPORT section with Settings, Help, and Contact. The main content area is titled 'Reviews' and features a filter for 'Last 6 Months' and a 'From - To' date range. Below this are tabs for 'All Reviews', 'Response Required', 'Responded', and 'Published', along with a 'Newest First' sorting option. The first review is from James Norton, dated 15 Dec, with a 5/5 star rating and a 'Response Required' status. The review text reads: 'Wonderful Experience! I had a wonderful experience. Every staff member I encountered, from the valet to the check-in to the cleaning staff were delightful and eager to help! Thank you! Will recommend to my colleagues!'. Below the review is a 'Type Your Response' section with a text input field and a 'Type something or tap on any of the templates below....' prompt. There are three template buttons: 'But I must explain to you how', 'But I must', and 'But I must explain', along with an 'All Templates >' link. The second review is from Farell McBroom, dated 15 Dec, with a 4/5 star rating and a 'Published' status. The review text reads: 'It was great overall! Overall, I had a great experience. Staff was incredibly helpful, and the amenities were great. The'. On the right side, there is a 'Filters' section with a search bar and a 'Reset' button. Under 'OTA', there are checkboxes for 'All' (105), 'TripAdvisor' (70), 'Booking.com' (30), 'Google' (24), and 'Expedia' (8). Under 'Ratings', there are checkboxes for '5 Stars' (70), '4 Stars' (30), '3 Stars' (24), '2 Stars' (8), and '1 Star' (2). At the bottom of the filters, there is a 'Display Per Page' slider.

Collect guest
feedback **proactively**
and **prevent** possible
poor online reviews

How was your stay with
us?

We're sorry to hear that,
what can we do to
improve?

Type your message here....

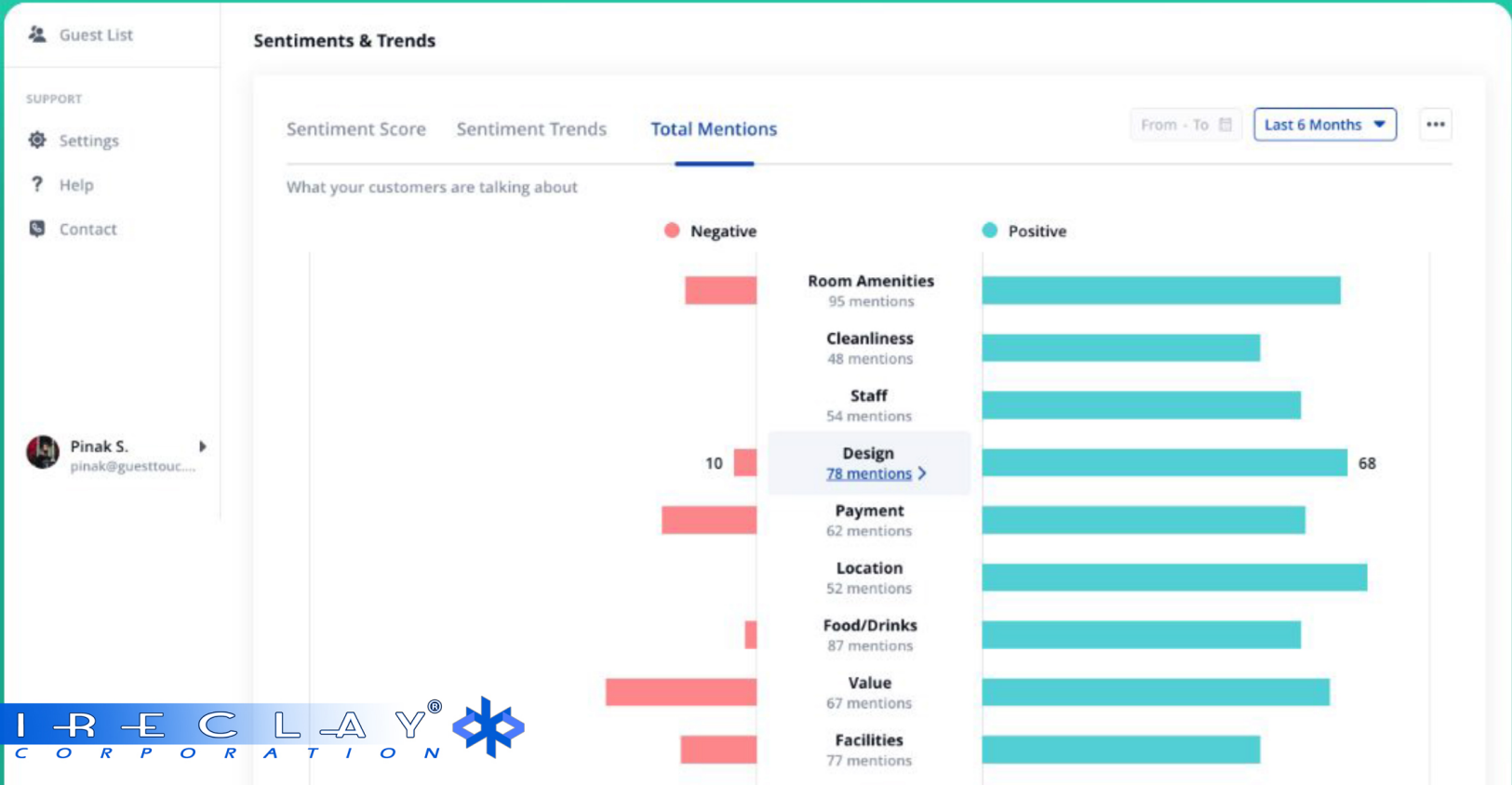
Send

Get WhatsApp or email notifications and alerts

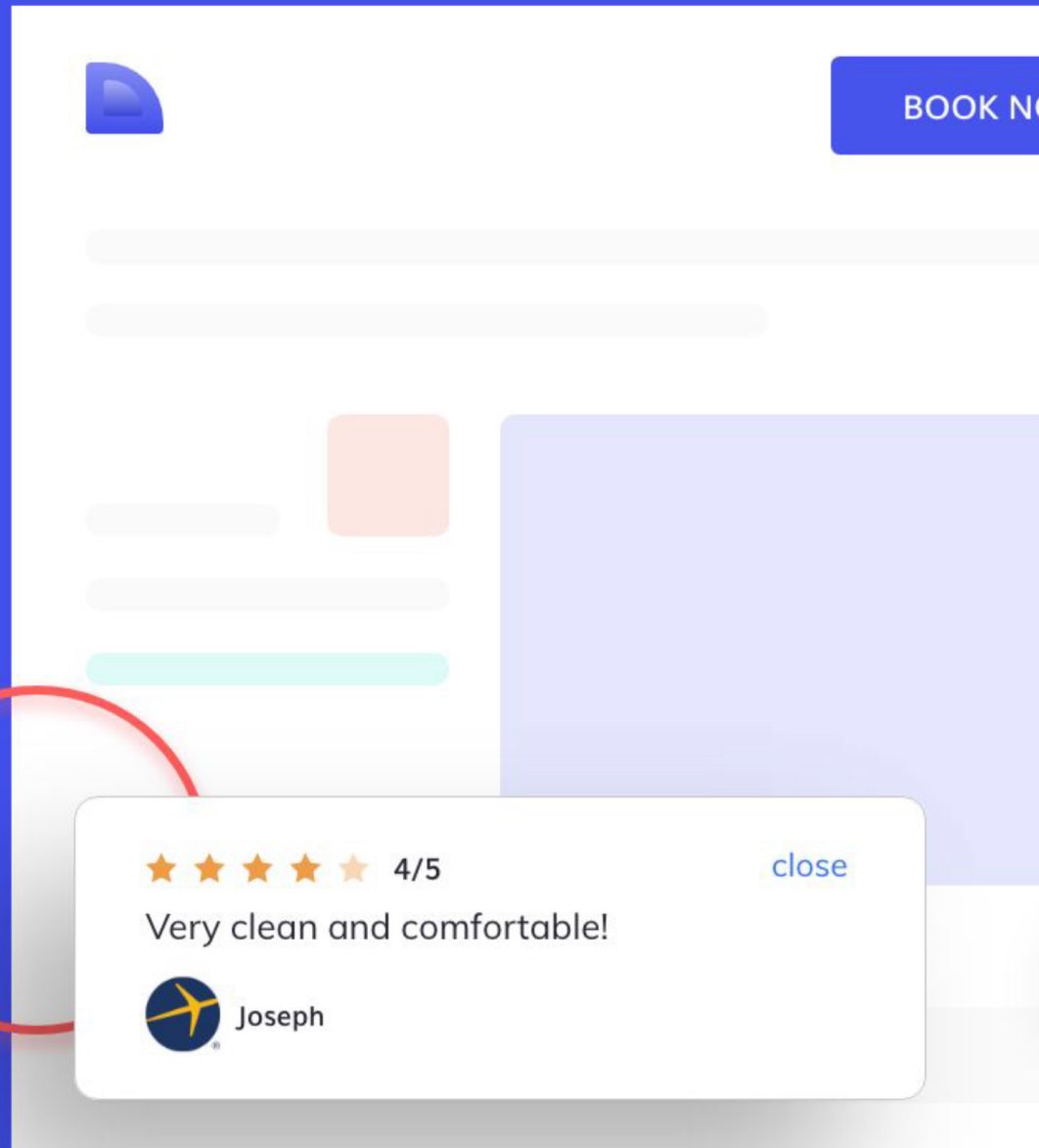
- Instant guest feedback
- Property online reviews
- Set specific parameters



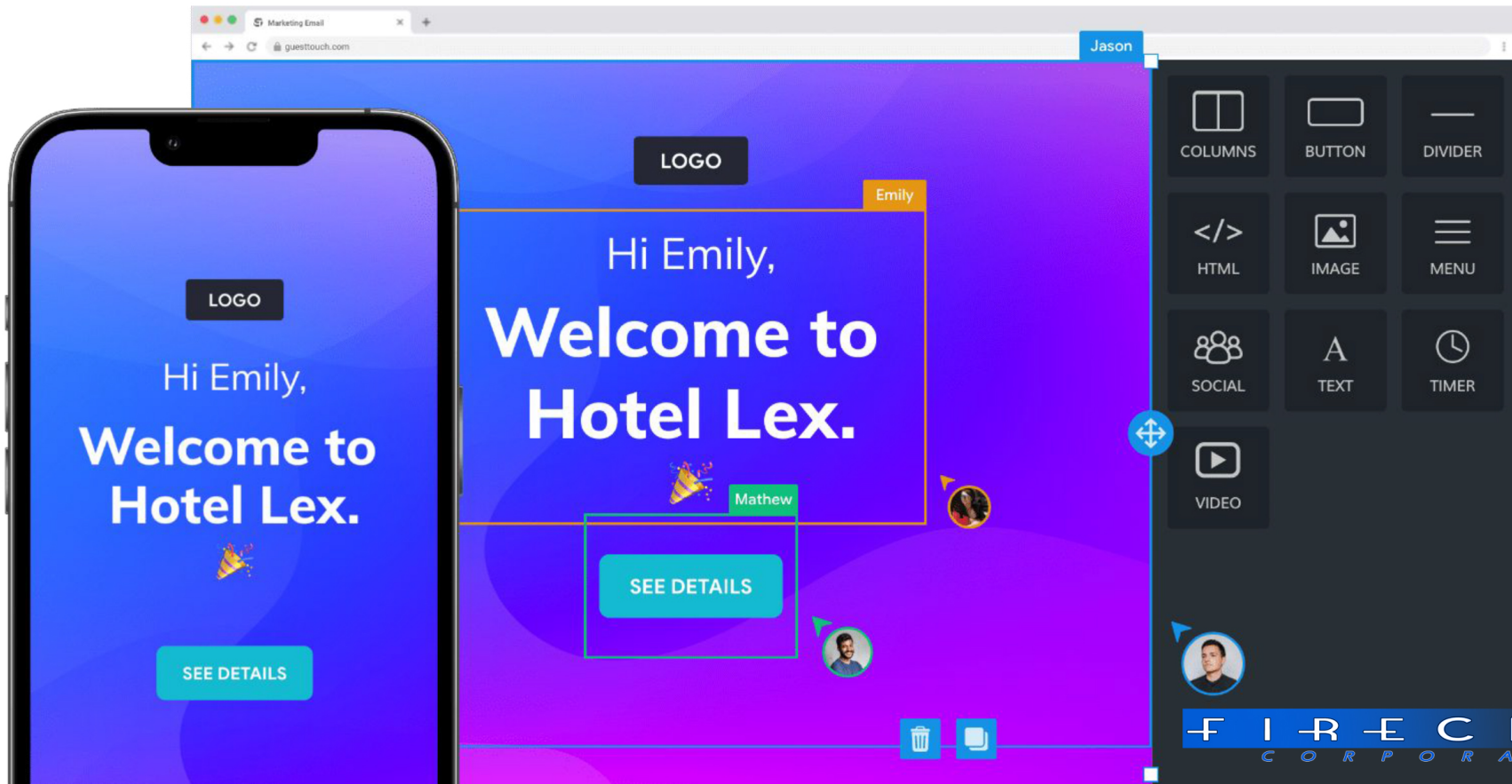
Actionable insights to drive better results



Drive more direct bookings:
Showcase best reviews on your website to increase direct conversion

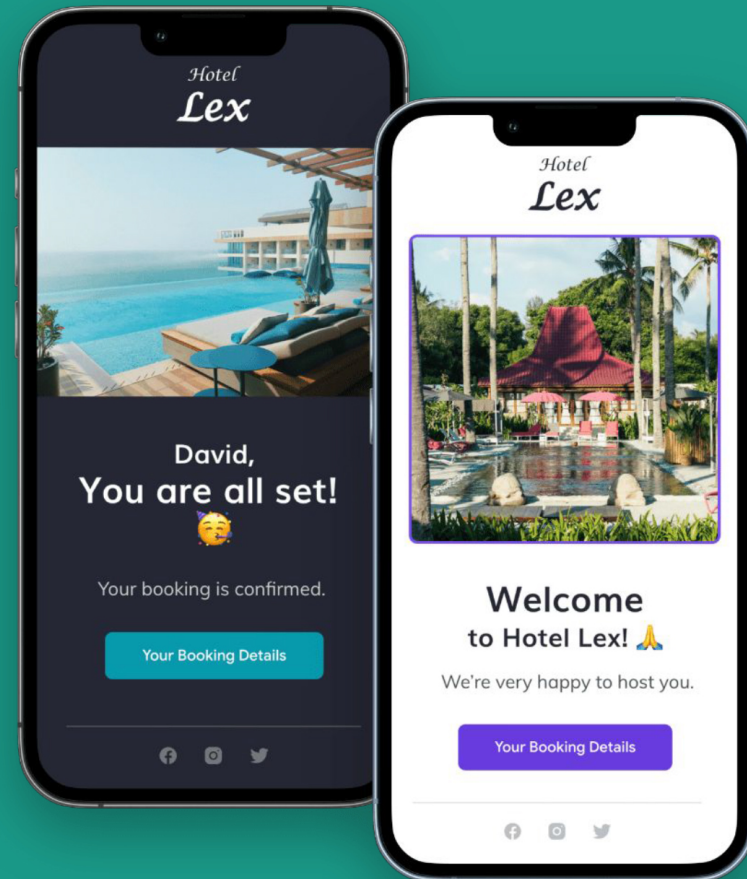


Guest Journey Emails



Beautiful, personalized, responsive emails for your guests

- Drag & drop
- Dynamic Content for Personalization
- Sync Your Reservations To Automate Email Sending
- Send the Right Email at the Right Time: Booking, Pre-arrival, Check-in, and more








Personalized Emails Based on Dynamic Rules

- Rate Codes
- Room Type
- Booking Channel
- And More!

If Rate code = **Corporate**
then send email at **Booking**

-  jeremy109@gmail.com
-  silvia.flet@gmail.com
-  wilson89@gmail.com
-  nicholas.bay@gmail.com
-  barbara.m@gmail.com

If Room type = **Premium Villas** then send email at **Pre-arrival**

-  jessie.craig@gmail.com
-  grant5024@gmail.com
-  harvey.owen@gmail.com
-  peter2121@gmail.com
-  casey.g1@gmail.com




***"..one of the most promising hospitality
tech solution provider .."***

CIOReview

Trusted by leading brands and boutique hotels





A little about our company culture ...

- **We treat our clients like how we want to be treated:** When it comes to our customers, we are quite serious about their needs, problems, and challenges. We will be an active working partner, maintain open communication to listen and receive feedback
- **We build products with simplicity in mind to delight our customers:** Our focus is to build cutting-edge products that can be used by anybody, anywhere without a steep learning curve
- **At heart, we are innovators and problem-solvers:** As we continue to expand globally and into new markets, we will continue to adapt and evolve both company and product to meet country-specific regulations and diverse user needs



Helpful links

Client reviews and testimonials

<https://www.guesttouch.com/wall-of-love>

Blog

<https://guesttouch.com/blog/>

Press

<https://guesttouch.com/press/>



Start your Pilot - simply drop us a note

inquiry@fireclaycorp.com

sales@fireclaycorp.com

<https://fireclaycorp.com>



Text us if you need anything!

(63) 956-5232781 / (63) 923-0852992



Thank You :)



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