

BOOKING

Ensuring a smooth reservation process on your website is crucial because it increases your chances of getting direct bookings. A complicated booking experience or rate disparity will drive people to OTAs or, worse yet, competitor property websites.



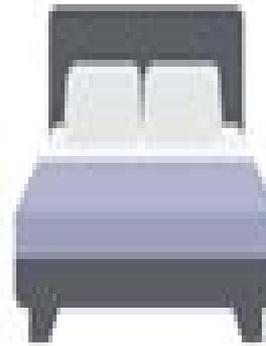
PRE-DEPARTURE

Anticipation for their trip grows as travelers finalize details like activities and extra services. Having a smooth and easily accessible way to offer add-ons deliver a lot of potential for delighting guests and driving extra revenue.



CHECK-IN

When guests arrive at the hotel, they get a first impression of the property. Be sure to win them over with a quick, smooth check-in process. You also have another chance to promote extra services such as F&B and the spa.



IN-STAY

Ensuring your guests have a great experience throughout their stay is critical. This includes communication between all departments as well as direct communication with guests so that you understand and satisfy guest needs in real-time to efficiently resolve complaints.



CHECKOUT

The guest experience continues through checkout, including the efficiency in which they're able to leave. When it comes time for guests to settle the bill, check out and leave the hotel, hoteliers should use this phase to thank guests for their business, ask for feedback and invite them back.

Hotel Guest Guide

LL Leslie



Hotel Guest Guide:

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