

Boost Revenue With SMS

Use GuestTalk to deliver the best in guest experiences



Virtual Reception

Guests can make requests



Customer Satisfaction

Enhance your customer service



Simple and Intuitive

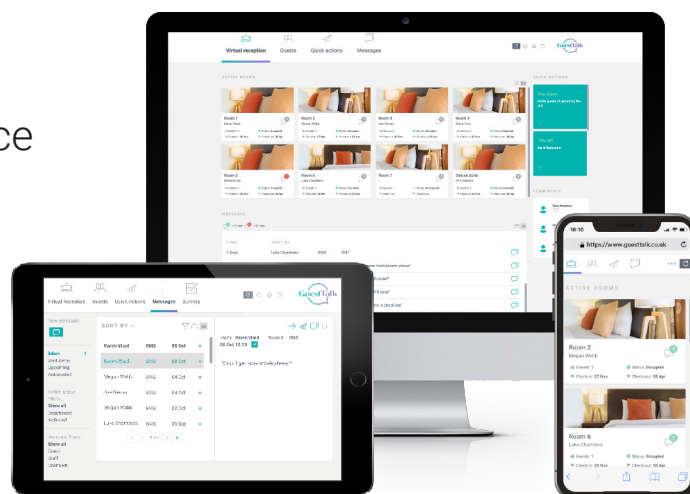
Integrates with your PMS



Time Saving

Automate guest messaging

Available on all your devices!



Visit us at www.guesttalk.co.uk
Email us at info@guesttalk.co.uk



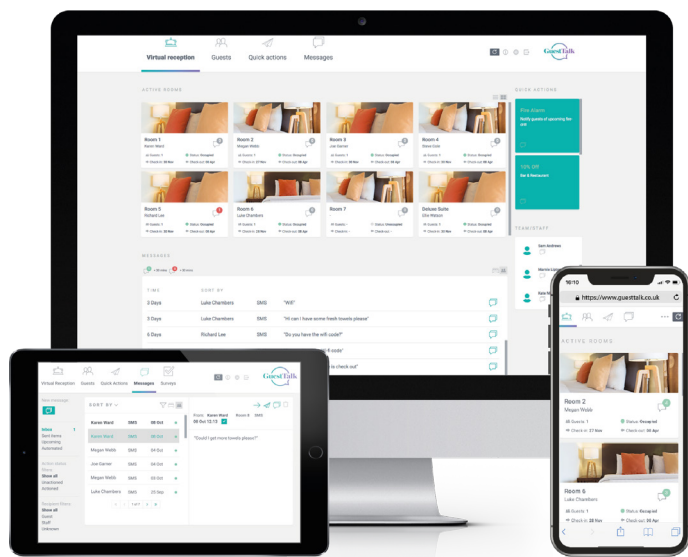
Ready to check-in with us?

Get to know GuestTalk, the platform designed with real hoteliers feedback in mind. Connect to your guests via SMS, email and social media to improve their stay, upsell services and boost revenue.

Your guests can make requests in their preferred messaging channel and you and your staff can track, reply and forward requests in one universal inbox.

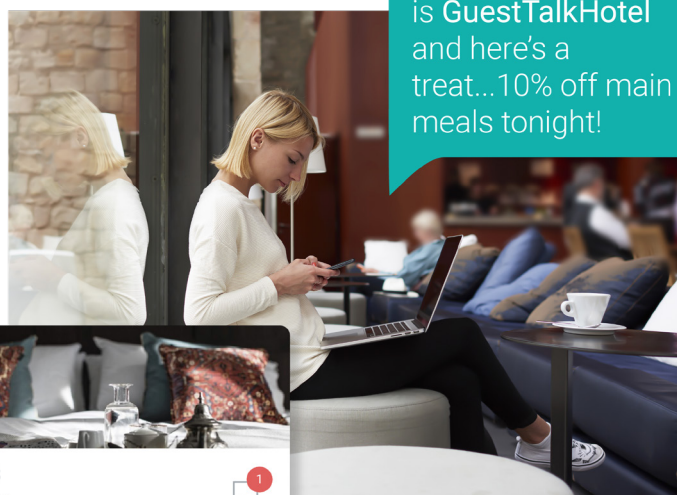
Virtual Reception

The virtual reception gives you quick access to all of GuestTalk's core features. Message guests and staff directly, track and broadcast messages and contact staff, all in one place.

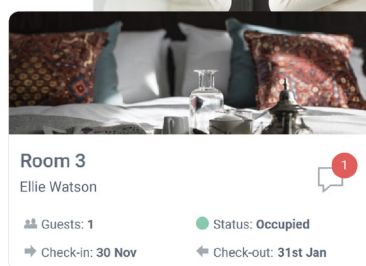


Automate Messages

Wi-Fi keys and door codes can now be automated, saving you time and reducing queues at reception. You can also use Quick Replies to trigger an automatic response to keywords.



Hi Ellie, Wi-Fi code is GuestTalkHotel and here's a treat...10% off main meals tonight!



Quick Actions

Broadcast offers and information instantly with Quick Actions. Upsell your services and keep guests in the know with ease. You can also schedule messages to broadcast and repeat when you want them to!

Happy Hour

Notify all guests of happy hour

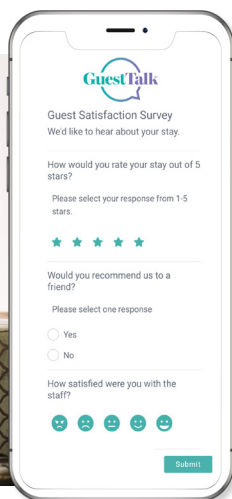


Fire Alarm

Notify all guests of fire alarm test

Welcome

Send check-in message to all guests arriving today

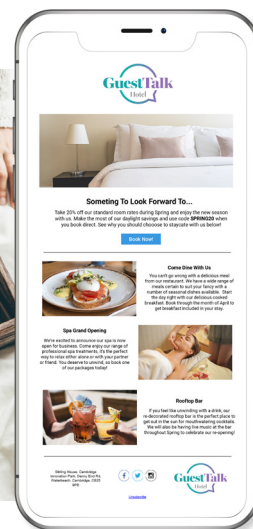


Smart Surveys

Create and send surveys via GuestTalk to gather guest feedback and improve your reputation by linking guests to online review sites. Monitor your guests responses with reports.

Marketing emails

Send stunning marketing emails to your guests with GuestTalk's easy-to-use template builder. Embed surveys, website and social links in your emails and customise with your branding and images.



91%

Of users who opted in to receive SMS notifications from brands found them "very useful."



Tip

Everybody loves a discount! Broadcast offers like a meal discount or 'Happy Hour' to draw guests to your in-house services.

Would I recommend GuestTalk?

Yes of course I would!



sleepcph



Anna Högnadóttir
Hotel Manager
sleepcph

GuestTalk customer, **Anna Högnadóttir** is the Hotel Manager of **SleepCPH**, a self-catering accommodation and uses GuestTalk to connect with her guests. Anna explains how GuestTalk makes communicating with her guests a breeze.

How do you use GuestTalk?

We don't have a 24 hour reception so I use GuestTalk to make it easy for guests to receive messages on how to check in when our reception is closed. My favourite features are sending guest feedback surveys and using quick actions to send useful information and offers to guests.

“

How does GuestTalk compliment your PMS?

All my guests booking information transfers to GuestTalk smoothly from my PMS, making it easy to contact the guest directly. We can also make sure that the relevant message gets sent to the right staff member so they can fulfil the request instantly.



Tip

Are you a hotel without a 24hr reception? No problem. Automate pre-arrival messages to guests to guide them through your check-in process.

86%

Of guests remained loyal to hotels with the strongest multi-channel engagement

How did you communicate with guests before GuestTalk?

We would contact guests via email and telephone but keeping track of the communication took too long, especially when we had to switch platforms to contact guests. With GuestTalk, all our guest messages are in one inbox.

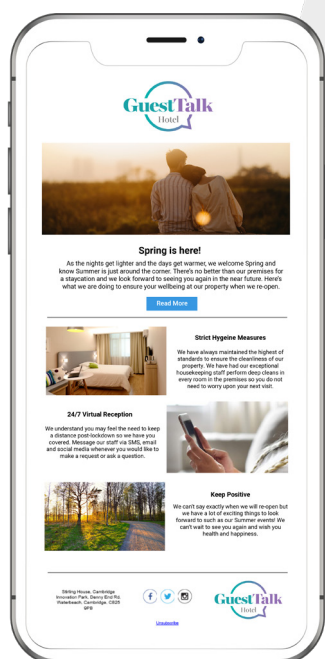


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Sending the check-in details and our FAQs had to be done manually but now we can automate these messages, giving us peace of mind as we do not have a 24 hour reception so we need our digital communication to be dependable.

What benefits to your service have you noticed since using GuestTalk?

Our guests no longer need to wait in line at reception and are happy getting messages from us and being able to contact us immediately. We are changing the whole check-in setup and GuestTalk has helped with the process.



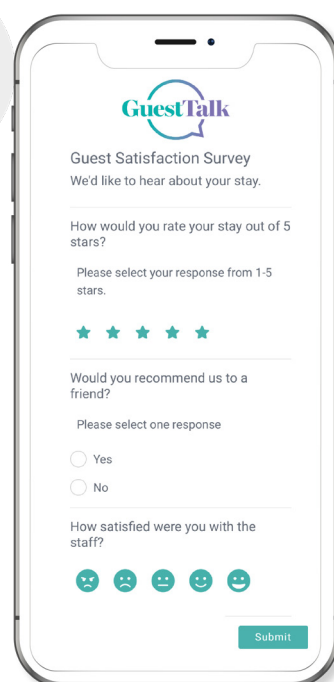
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Any other feedback you'd like to share

GuestTalk is constantly expanding, they listen to feedback and everything is doable. I appreciate their dedication to the product and their customers needs. It's a great product and it keeps on getting better.

How would you sum up GuestTalk?

I can't say it better than GuestTalk say themselves: guests can message the reception from their phone and we can answer them instantly from anywhere.



Unlock New Technology

GuestTalk integrates with digital door lock systems to provide remote lock management solutions to hotels. Guests can now get information regarding room access with no delay.

Door locks can be managed via GuestTalk, guests are linked automatically to rooms, and door access can be granted and revoked.



Hi Lisa! Your door code is 4345.

Automate Door Codes To Guests

You can automate door codes to send to guests before they arrive at your property, ensuring guests get into their rooms smoothly! Guests can also receive their door code by sending a keyword which triggers an auto-response.

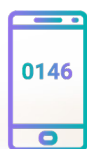
Features:



Lock/Unlock
Doors Digitally



Link Guests
To Rooms



Send
Door Codes



Revoke/Grant
Access To Rooms



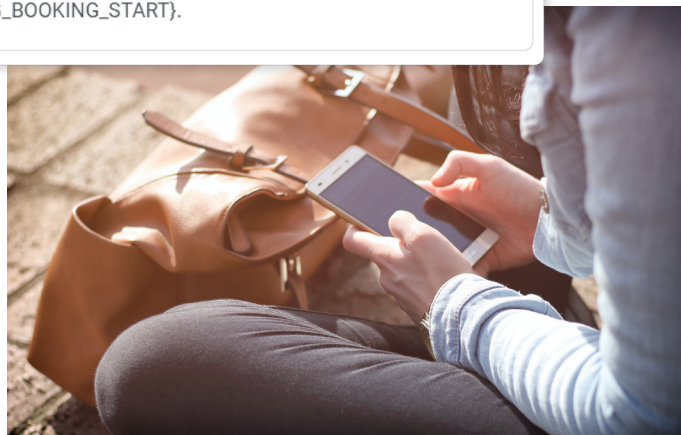
Personalised Bulk Messaging

Communication and marketing from your accommodation to your guests can be personalised. With guest tags, messages will autofill guest names and other booking information. Catch your guests eye with information and offers using our effective templates.

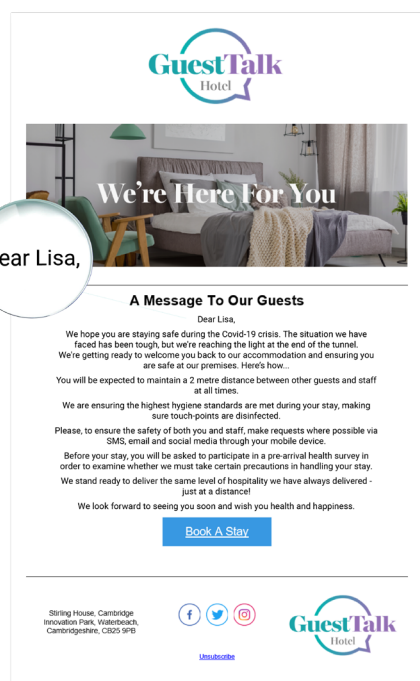
Parking ▼

Load template

Hi {TAG_NAME}, if you would like to book parking during your stay, please let us know before 9am on {TAG_BOOKING_START}.



Template 1



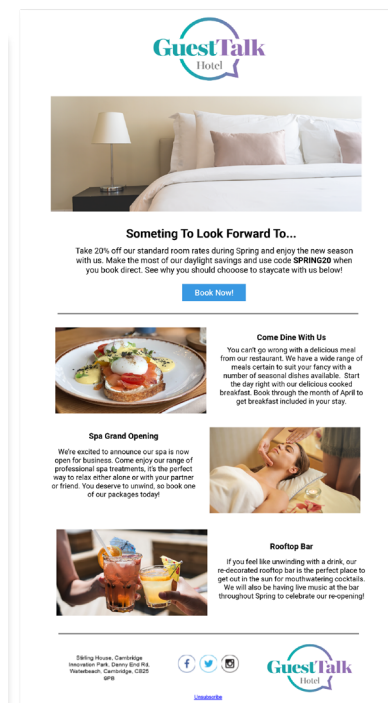
Template 1:

Perfect for sending informative emails with a large space to write text.

Template 2:

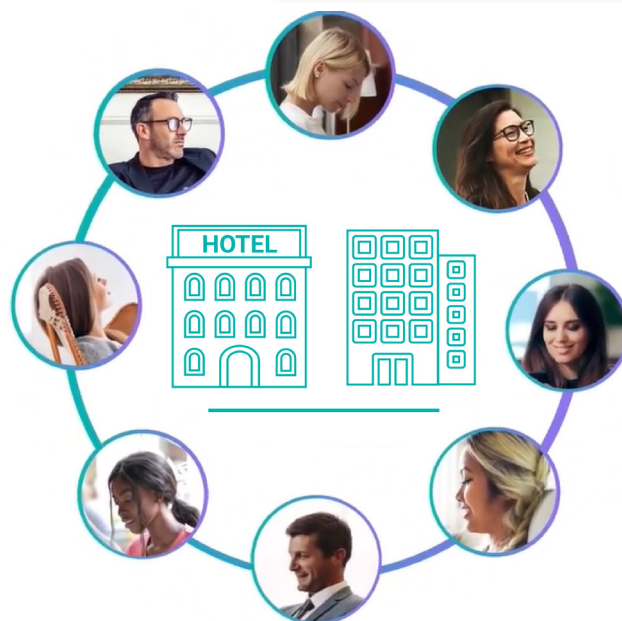
Fantastic for sending visually attractive emails with your offers, services and events listed next to pictures.

Template 2



Multiproperty

GuestTalk caters to multiple properties, allowing you to manage communication from different properties in one platform. Connect to all of your guests in one place and never miss a message.



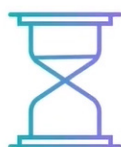


How can we help you?

Let's work together! Whatever you would like your hotel to achieve, GuestTalk can help with its industry changing features.



Increase direct bookings



Time Saving



Boost Revenue



Improve Online Reviews

Ready to transform the way you engage?

80% of consumers prefer to communicate via text so isn't it time you joined the conversation? Sign up to GuestTalk and deliver the best in guest experiences.



info@guesttalk.co.uk



www.guesttalk.co.uk

Starting from just **£29** a month