

Unlock Efficiency, Elevate Guest Experiences, Simplify Operations With
Conciery



Your Key to Seamless Hospitality Management


conciery
Increase Your Guest Satisfaction Index

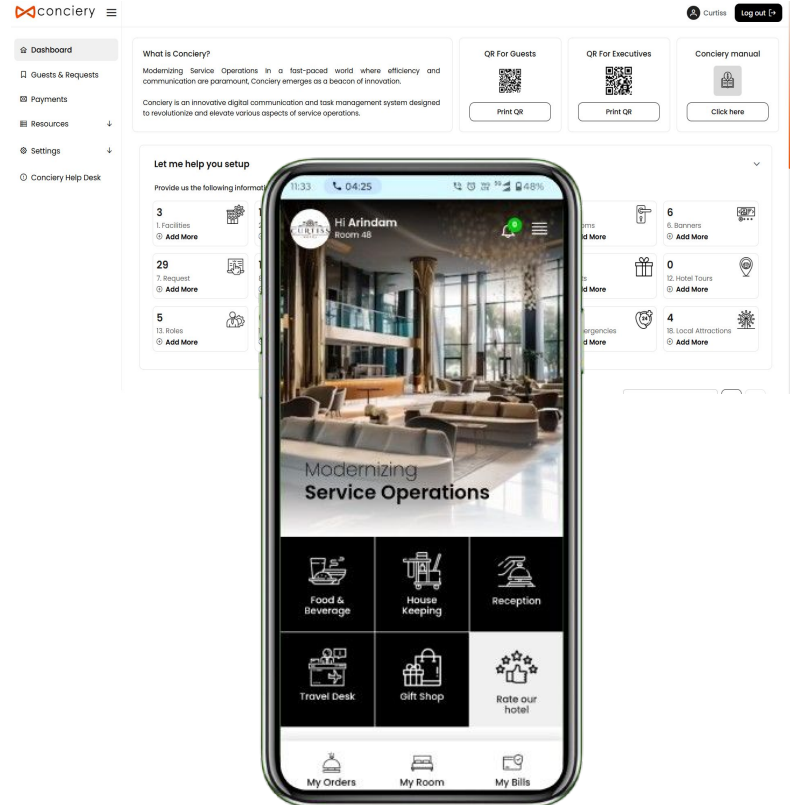
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What is Guest Satisfaction Index?

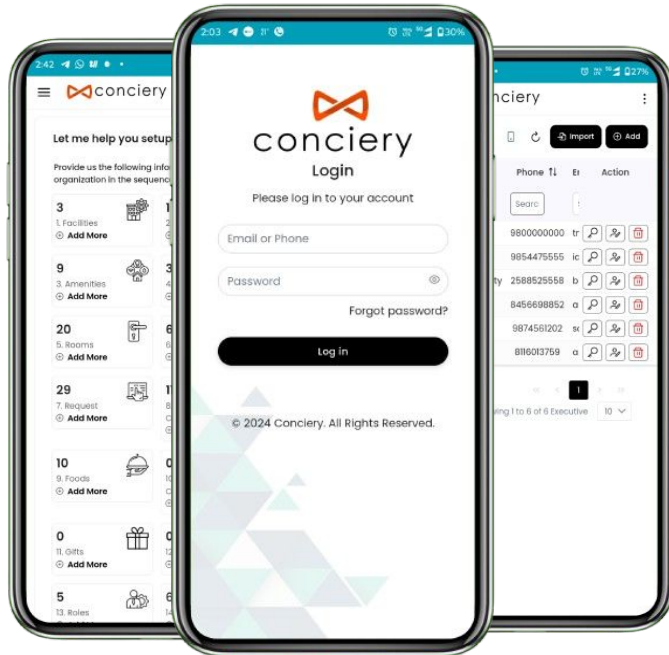
GSI or guest satisfaction index is happiness measurement of hotel guests with a property's services and amenities. It is an indicator of whether customers' experience is meet their expectations or not.

Key to Guest Satisfaction

- Hotel management **must have SOP for their guest's expectations.**
- Identify ways how hotel can surprise and delight guests by **going above and beyond their expectations.**
- Clear procedures and guidelines for staff will help to create a consistent guest experience and contribute for higher satisfaction.



Financial Benefits of using Conciery



Promotion of Sales Outlets: The app promotes the hotel's facilities, such as restaurants, gift shops and other amenities, directly to the guests, offering discounts, events and special offers. This encourages guests to spend more within the hotel.

Upselling and Cross-selling: The app uses AI to learn guest behavior and preferences. Enabling it to recommend additional services or upgrades that guests might be interested in, thereby increase in sales.

Efficient Operations: By automating and digitizing operations, the app reduce resource costs and increase efficiency. This allows the hotel to handle more guests with some more or fewer resources and also effectively boosting profitability.

Enhanced Guest Experience: The app enhances the overall guest experience by providing easy access to services, seamless communication and personalized recommendations, which can lead to higher guest satisfaction and repeat business.

E-commerce Integration: The app includes an online storefront for gift shops, allowing guests to make purchases directly from their devices, that also further increase revenue potential.

Easy to implement, easy to use



APIs



**Cloud-based &
on-premises deployment**



Highly Analytical



Multilingual



Customizable



Enterprise support

Our Solution



Front desk

Streamline all guest requests and deliver them on time. Starting from the web check-in to the final bill payment, all are automated and digitized. Saves time for the guest and rushes of the front desk.



Housekeeping

Automated process monitoring room status, cleaning schedules and staff allocation. The most advanced platform to provide you with the most user-friendly system to run your operations.



F&B Kitchen

Conciery assists the guest in placing all food and liquor orders online. Thus making it extremely easy to monitor all orders on a single platform and share the KOT with the kitchen as well.

Our Solution



Maintenance

Upkeeping the room assets is the most important aspect in terms of guest satisfaction, concierge creates robust internal departmental communication, so that the engineering team can work in tandem with the front desk and housekeeping.



Travel desk

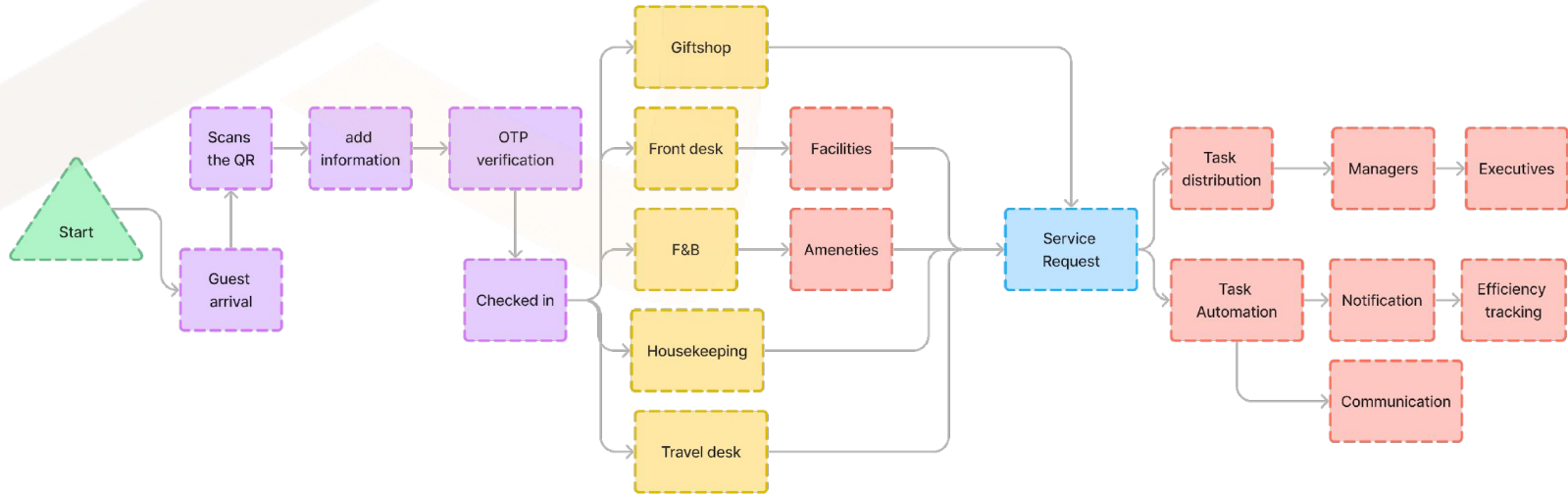
We have put all the guest service features on this platform. Receiving pickup, drop, and sight-seeing requests from guests. Our aim is to provide all guest services through one platform.

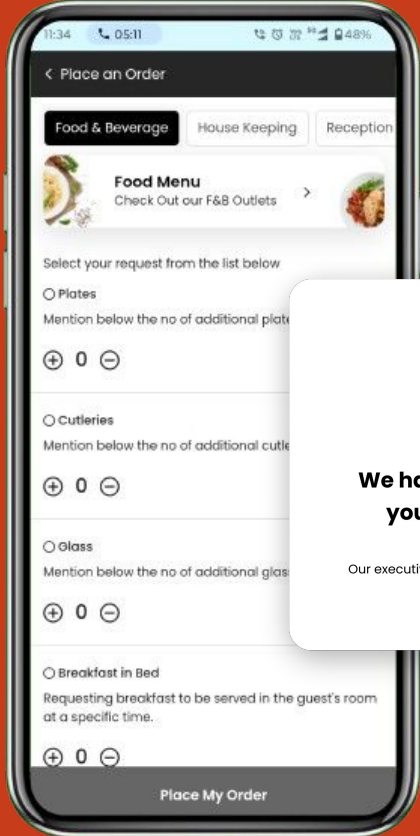


Gift Shops

Create an e-commerce storefront for the guest. Allowing them to order online and make the payment as well. Concierge enables the hotel to promote its every revenue generation outlet to its full potential.

How does it work





How does it works

Guest can place orders

1

Choosing the outlet

guest shall choose the outlet where they want to send their request, whether kitchen, reception, housekeeping or otherwise.

2

Choosing the request

guest shall choose the request from a list of pre-defined requests or the guest can write the request manually.

3

Scheduling the request

guest can schedule the request as per their requirement.

How does it work

Guest can track their order

1

Make a call

Just a click on the button will connect you with service personnel. No need to remember separate no for separate requests.

2

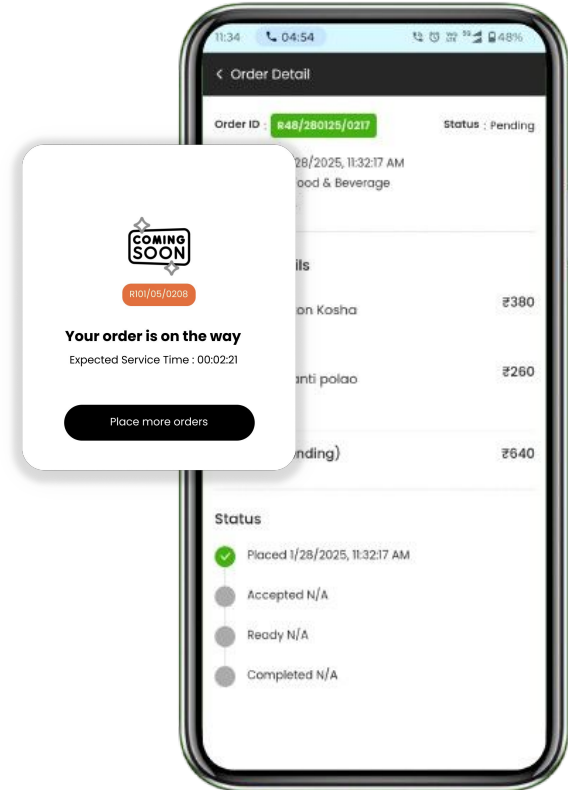
Cancel Request

Guest can cancel or withdraw their request within a cut-off time.

3

Check Request Status

Guests can see the status of their request on the screen, that if it is pending, delivered or waiting.



How does it work

Hotel staffs can instantly respond & serve accordingly

1

Executives notification

As soon as any request arrives the executive will the notification.

2

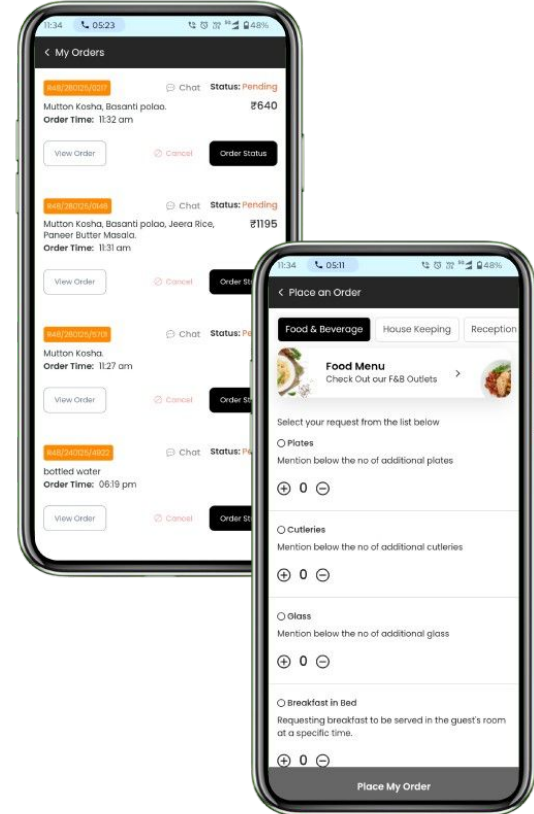
Communication

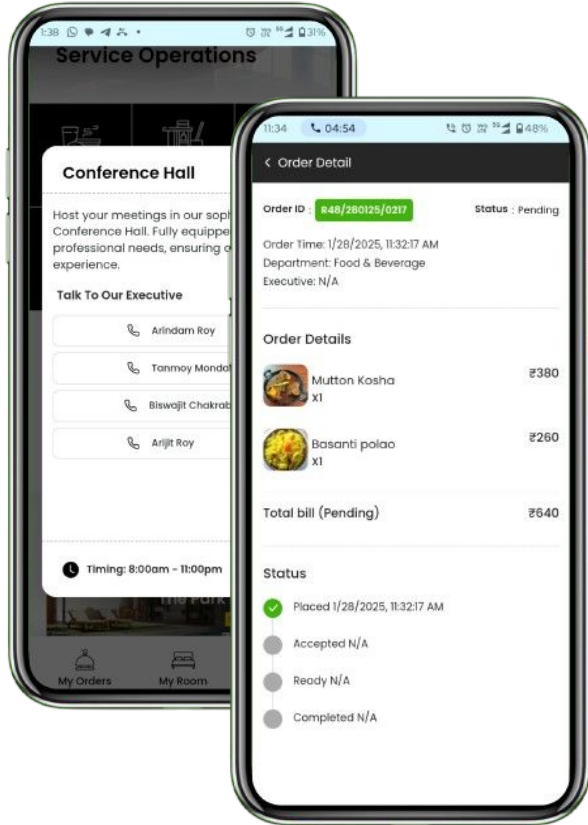
Executive can chat with guest, incase of any update , cancelation or transfer of information.

3

Efficiency Monitoring

All the requests are time based, rendering the services on time will become the first priority and it can be easily tracked by the management.





How does it work

Upsell your facilities

1

Promote Facilities

Guest can see all the facilities available in your hotel and can book them from the app.

2

Promote dining experiences

Guest can choose where they want their meal and what time they want it.

How does it work

Promote all sales outlets

1

Gift shops & Restaurants

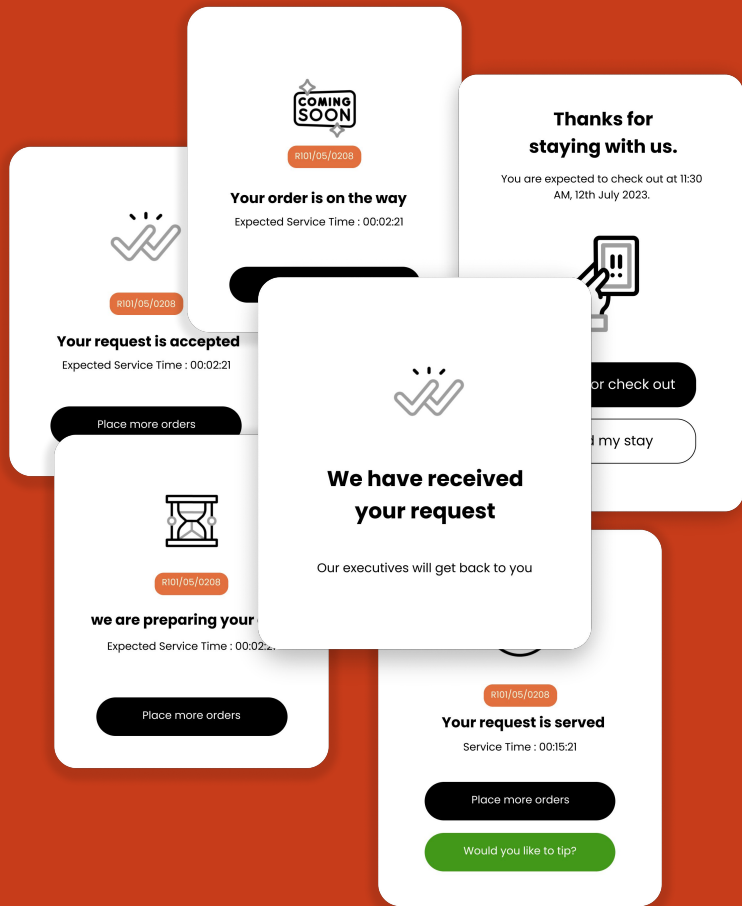
All the sales outlets will be showed in the app for online orders and payments.

2

Tips

While on purchase or ordering system will solicit for tips and churn more revenue.





How does it work

Push Notifications

1

Notifications: Prompt and timely notification to assist the guest all the way through their hotel stay.

2

And for the executives so that they are aware of the coming orders.



Do you want a wake up call tomorrow?

Let us know when to wake you up

Schedule your wake up call



Are you feeling hungry?

Our kitchen has the best evening snacks

See our Menu

How does it work

Intelligent Recommendations

1

Recommendations : Depending upon the request pattern of the guest the system will send automated recommendations.



Get to know the locals

Find out what's happening around you

Conciery helps you to find out most happening places near by. Sightseeing, clubs, pubs, restaurants, Shopping places , Emergency services and a lot more.

It's your guide inside and outside the hotel

Membership Loyalty Management (Add on module)

A Loyalty Management System for both Resident Guests (staying overnight) and Walk-In Guests (using amenities like restaurants or spas) in hotels is designed to enhance guest retention, improve customer experience, and increase revenue.

- Guest Profile Management
- Points Earning System
- Rewards Redemption
- Tiered Membership System
- Exclusive Offers & Promotions
- Booking History & Stay Summary
- Dashboard (for Hotels)



Our features

Conciery now provides



Guest App / Web Check In



App for Hotel staffs & Managements



Conciery AI for Sell / Upsell / Cross sell



Analytics, Feedback



Ratings / Reviews



Hotel Tours, Local Information
Safety measures.

Our Roadmap

Coming Soon

- AI Voice search
- NFC keys, room keys in the app
- Inter department communications
- Internal chat



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