

eviivo

The tech stack that keeps guests coming back

Christa Seeberger & Lee Bryan



Look And Book - Imagery



Look And Book - Content

Optional extras

Presentation arrangement of 10 red roses
(£95.00 Per item per night)
Presentation arrangement of 10 red roses

Quantity: 1 £95.00 ✖

Select applicable dates
 23 Nov 2022

Cotswold cream tea for two
(£25.00 Per item per night)

Quantity: 1 £25.00 ✖

Your Extras

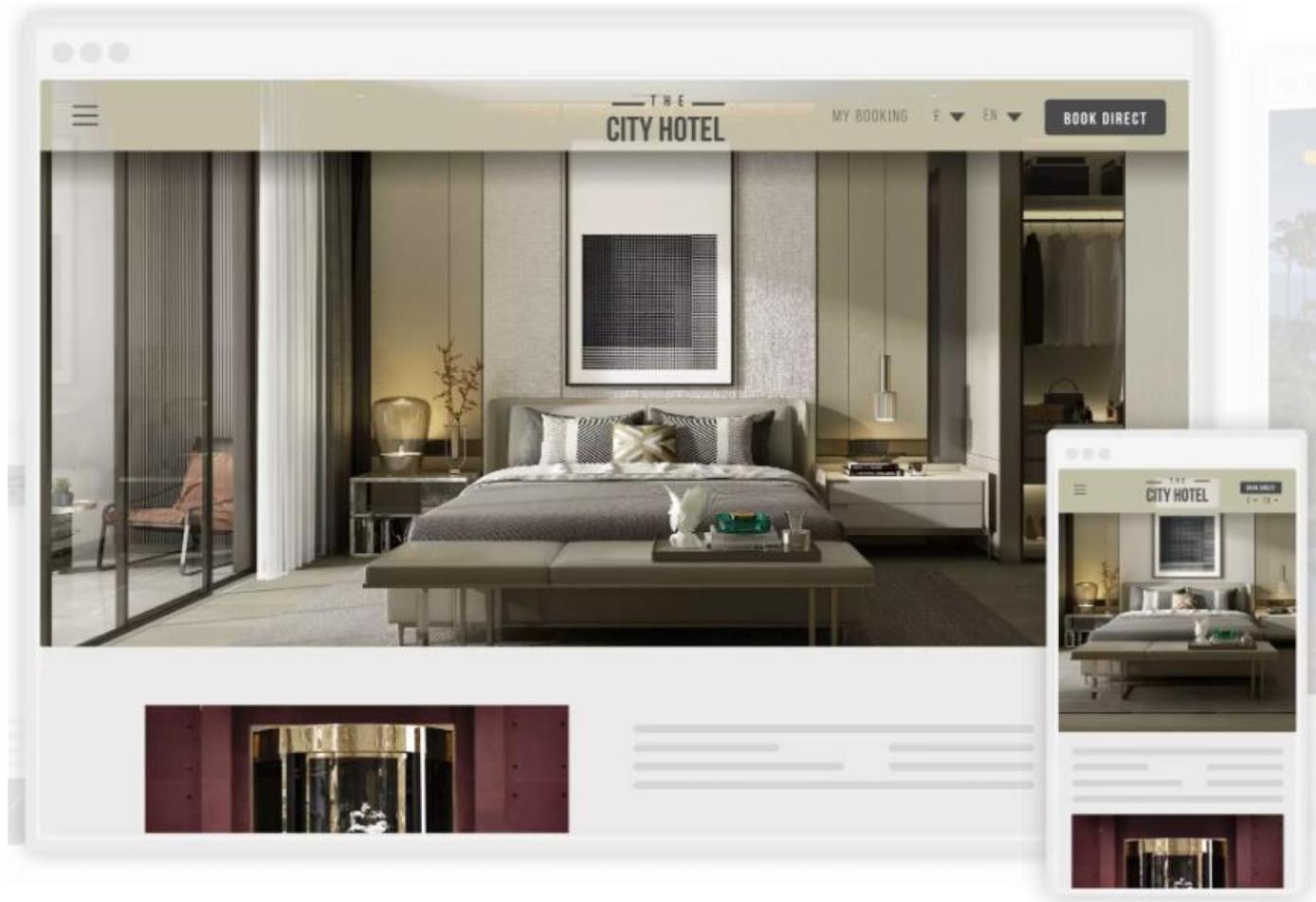
- 1 x Cotswold cream tea for two £25.00
- 1 x Presentation arrangement of 10 red roses £95.00

OK

Look And Book - Safe to pay???



Look And Book - Your website



- 700m to book online in 2023*
- 70% research on mobile*
- 45% book new places*
- 72% on mobile within 48hrs*

*Google

Word of Warning...



Before Your Guests Arrive - Build that rapport

MailOnline

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Petals arranged on the bed in a [REDACTED] shape, a clairvoyant and permission to bring a hamster: The weirdest requests from hotel guests revealed

- One guest at a hotel in Whitby requested a 'genuinely haunted' bedroom
- Another asked if he could bring his own mattress to use during his stay
- Further unusual examples include a fridge just for butter, and a wig



© Alamy Stock Photo

Before your quest arrives - Upsell extras



Before your guests arrive - Take the final balance



Before your guests arrive - Set up further lines of communication



Word of warning...



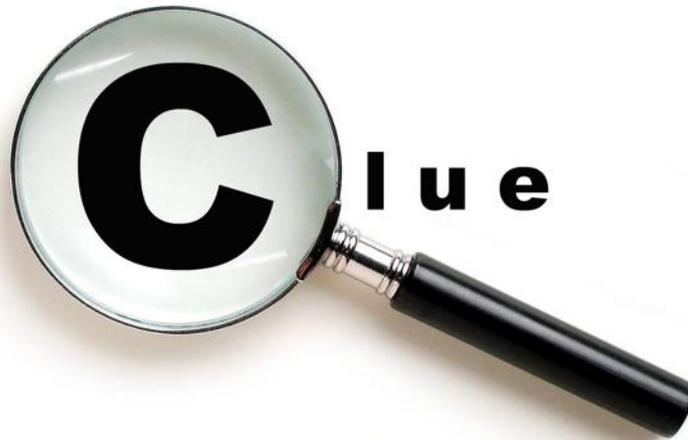
Enjoyable stay - Check-in



Enjoyable stay - In room



Enjoyable stay - Experiences



Enjoyable stay - Staff fully focussed



Word of warning...



Au revoir - Check-out



Au Revoir - Get that review



- 'Safe onward journey'
- 'Hope you got home safe'
- 'We loved having you stay, here is a discount to stay again, if you book direct'
- 83% refer to reviews*
- 96* say reviews important**

Au Revoir - Let's stay friends



Au revoir - Your guests can be your sales team



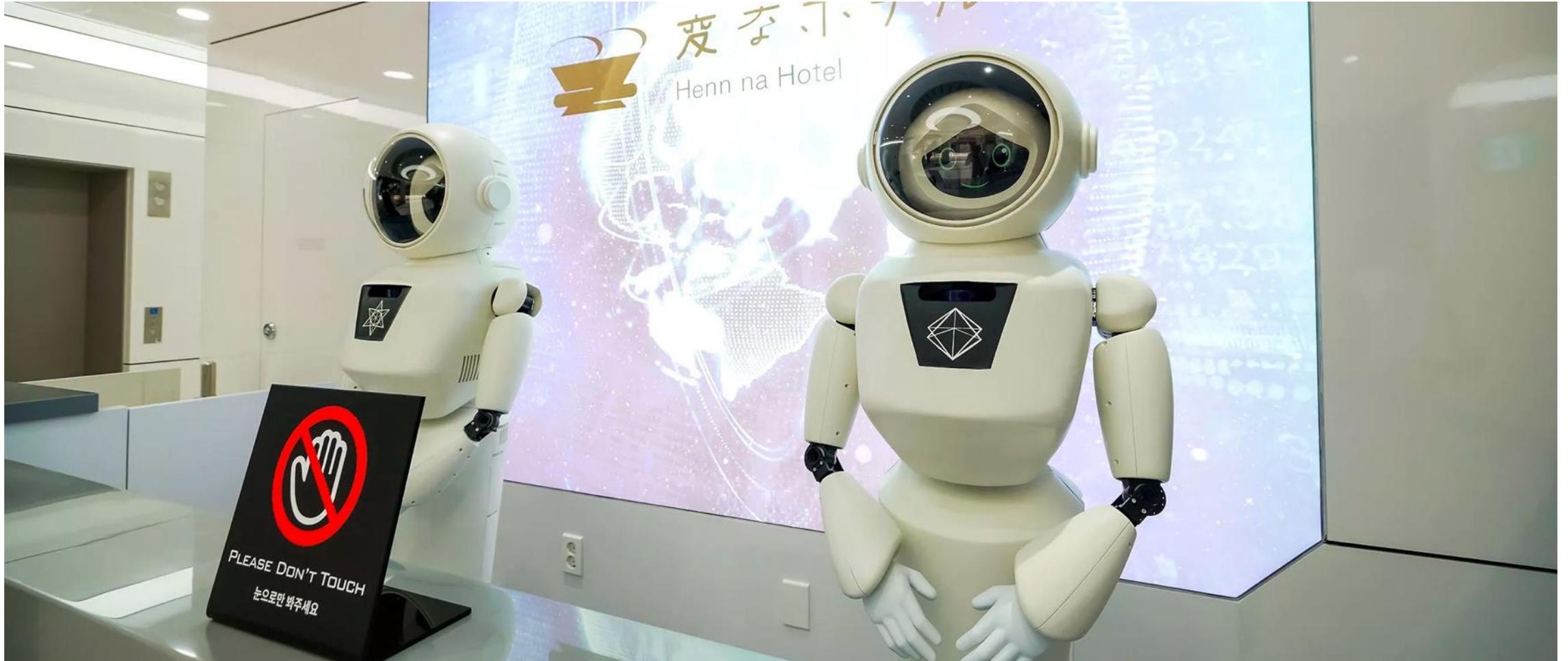
What if you could really manage the tech and automation on the go?



Nearly 100,000 App downloads so far, and counting!



Word of warning...



Thank you!

Any Questions?

Come and say hello to the team on stand

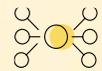
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