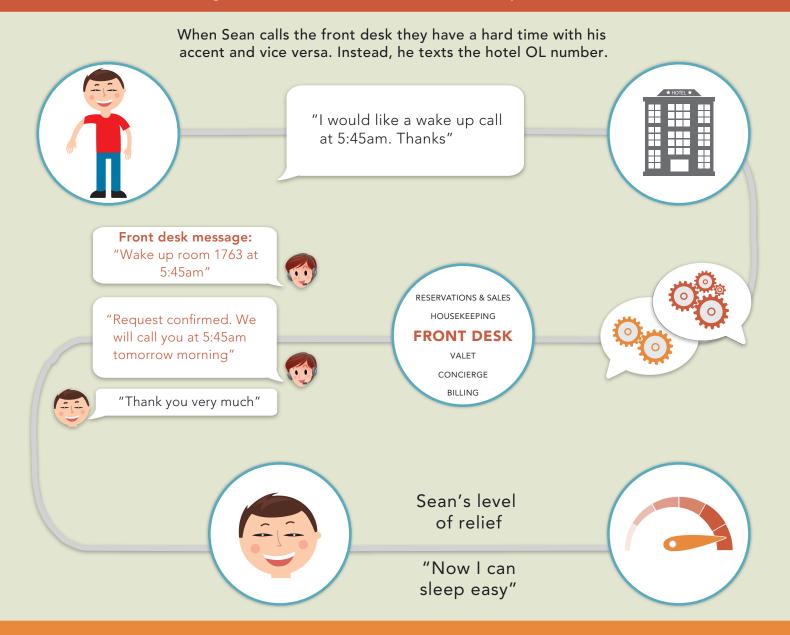Text & instant message with your guests safely and at scale to increase guest satisfaction, generate more revenue, and streamline operations

When Sean calls the front desk they have a hard time with his accent and vice versa. Instead, he texts the hotel OL number.

"I would like a wake up call at 5:45am. Thanks"

Front desk message:
"Wake up room 1763 at 5:45am"

"Request confirmed. We will call you at 5:45am tomorrow morning"

"Thank you very much"

RESERVATIONS & SALES
HOUSEKEEPING
FRONT DESK
VALET
CONCIERGE
BILLING

Sean's level of relief

"Now I can sleep easy"

Instant messaging is the best way to communicate with guests

Key Benefits

1. Easy and seamless way for guests to engage and purchase services, request help, and provide feedback

2. Scalable real time responsiveness across your entire organization can grow revenues and improve guest satisfaction while increasing employee utilization

3. Every conversation is documented. Use the data to discover and solve systemic problem and hold employees accountable

The OwnerListens Difference

>> Reach the right employees at the right time, no matter where they sit in the org chart. More powerful & efficient than calls or emails to guest service desks and contact centers

>> Powerful routing engine that learns and optimizes conversations over time. Gradually increase the percentage of automated responses as the system learns

>> Support for multiple instant messaging apps all managed from one interface; Gives guests a choice while reducing operational complexity

>> Personalized follow up call to actions to engage guests in a continued relationship with your property and brand