

**TEXT & INSTANT MESSAGE WITH YOUR GUESTS SAFELY AND AT SCALE TO INCREASE GUEST SATISFACTION, GENERATE MORE REVENUE, AND STREAMLINE OPERATIONS**

Kim needs to print a proposal for a client but the printer in the business center is down. She texts the hotel OL number.



"I urgently need to print but the printer is down"



**IT Support message:**  
"Printer down in 4th floor business center. Urgent!"

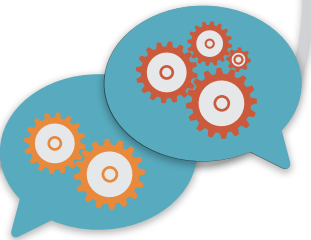


"Please try the backup network 'du', password '1J' If that doesn't work, I'll send a tech agent."



"Thank you very much"

RESERVATIONS & SALES  
FRONT DESK  
**IT SUPPORT**  
VALET  
CONCIERGE  
BILLING



Kim's level of satisfaction

"Proposal sent on time!"



**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