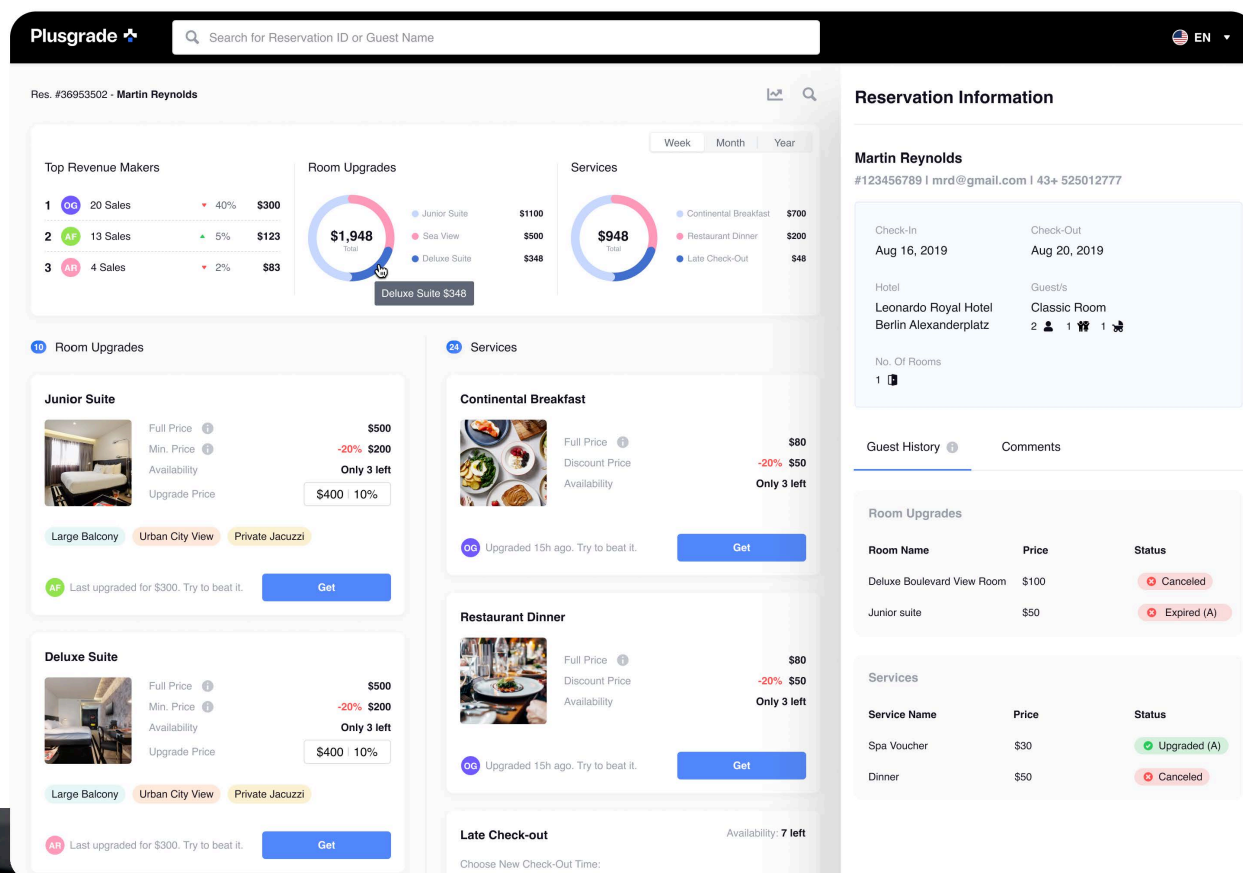


Redefine Check-ins: Smarter Front Desk Upsell Solutions

Transform in-person guest interactions into revenue opportunities

Every guest deserves to feel uniquely valued while having the freedom to personalize their stay. Our Front Desk Tool empowers your team to have elevated conversations with guests, turning check-in into an opportunity to customize stays while maximizing revenue potential.



49%
of guests
prefer to hear
about upgrade
offers from
the front desk
team.¹

Meeting evolving traveler demands

“The Front Desk Tool tailors offers on the fly by learning from pre-stay engagement – like unsuccessful bids or clicks—giving agents better insights. For example, if an upgrade wasn’t available, offer a breakfast package instead. It turns missed chances into quick wins.”

Paul Rantilla, Senior Vice President, CRO, Hospitality Ancillaries

Sources:

1. Plusgrade Guest Experience Survey, June 2024

Deliver personalized experiences

Never miss an upsell opportunity

- Reach every guest with the right upgrade offer
- Supplement and reinforce pre-arrival communication channels

Drive smart conversions

- Identify guests who showed previous interest in specific upgrades
- Target offers based on stay type, duration, bid history and guest behaviour

Empower your Front Desk team

- Enable more informed discussions about personalizing guest stays
- Eliminate manual inventory checks with real-time PMS integration
- Streamline operations and focus on creating memorable guest experiences

Key features that drive results

Intelligent insights

- Tool and team performance insights
- Access to guest bidding history
- View previous upgrade interests
- Real-time room availability

Seamless integration

- Integrate with team incentive plans
- Direct PMS connection
- Automatic synchronization
- No manual verification needed

Streamlined experience

- Single-screen operation
- Intuitive interface
- Quick offer generation

Technical specifications

- ✓ Compatible with 22+ leading PMS platforms
- ✓ Secure, enterprise-grade architecture
- ✓ Rapid implementation—as little as 2 weeks
- ✓ Comprehensive staff training included

Enhance the check-in experience

Contact your Plusgrade representative to implement the Front Desk Tool today and start delivering the tailored stays your guests expect.

About Plusgrade

Plusgrade powers the global travel industry with its portfolio of leading ancillary revenue solutions. Over 250 airline, hospitality, cruise, passenger rail, and financial services companies trust Plusgrade to create new, meaningful revenue streams through incredible customer experiences. As the ancillary revenue powerhouse, Plusgrade has generated billions of dollars in new revenue opportunities across its platform for its partners, while creating enhanced travel experiences for millions of their passengers and guests. Plusgrade was founded in 2009 with headquarters in Montreal and has offices around the world.

For more information, visit plusgrade.com.

