



**Tailored tools for Hotels  
for Profitable  
Guest Communication**

**HOTELWAY**

# Hospitality & Travel Communication Experts

Established 2017

Provides digital toolkits for various needs

Operates in Europe & Middle-East



[www.hotelway.ai](http://www.hotelway.ai)



**HOTELWAY**

We utilise different modules to streamline certain tasks of a hotel.



Revenue  
Generation



Customer  
Service



Optimizing Staff  
Work Tasks



Marketing  
Efficiency

# We are Hospitality & Travel specialists



Our AI & knowledge base is built and taught hotels in mind.

We have specific integrations.

Implementation will be easy and effective.

All products are designed for this industry.



AMADEUS



MailChimp

salesforce





# Implementation Requires Very Little from You

Our modules make sure, the process is simple and efficient.



We build it. Not you. You only need to know what you want to achieve.

Most of your work will be done in an online meeting, or two, in 1-2 hours.

Technical implementation at your end is easy. We send piece of html-code to be copy-pasted on your website. Requires 10 min from your webmaster (in most cases).

We run it. Not you. We make sure the AI and other tools understand and work. You only update the changing content, if even that.


## Will Improve Your Business




# Happy Hoteliers Can Recommend Us With Many Reasons



*"Keeping our guests up to date with the latest hotel happenings is essential for marketing and ChatBot is serving its purpose to a great extent here. Hotelway team is constantly improving the system to make it easy and time-saving to update the information and make sure the guests get the right updates at all times" Margaryta Leonova, Marketing Manager at Grand Cosmopolitan Hotel - Dubai*

 **Hotel Klaus K Helsinki**  
★★★★★  
A great help and a brilliant sales channel. Hotelway's bot sees every opportunity to sell.

 **Imatra Spa**  
★★★★★  
Hotelway has helped our Sales efforts by improving our customer communications. Our sales team can use their work hours more productively!

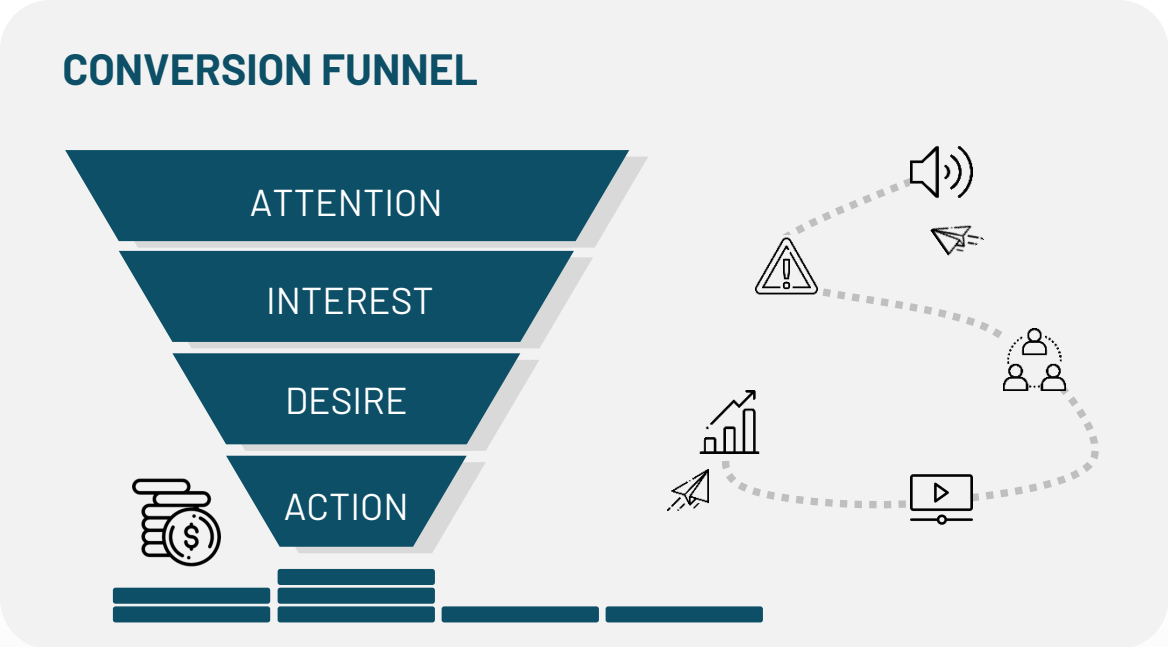


## Guest Service Tools

Basic-bot

Customer Service Chatbot

Live Agent Chat



## Extra Sales Tools

Promo-Tool & Interactive Pop-Ups

Offer & Sales module

Price & Availability requests

Room service orders





## Sales & Promo Tools

# What Do Customers Search / Want From Your Website?



**Good Deals**



**Room Prices And Bargains**



**Current Info:** Are The Restaurants Open?  
How Is Breakfast Organized?

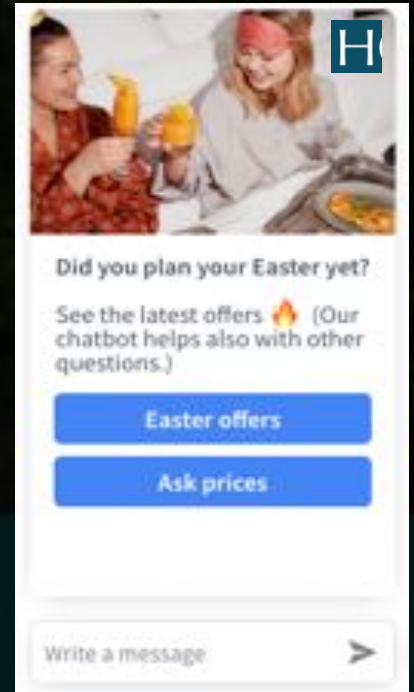
**ENGAGE WITH YOUR CUSTOMERS 24/7!**

**Do you use SEO, SEM and  
spend money on  
advertising?**



**THEN WHAT?**

**Catch Every  
Visitor Who  
Lands On Your  
Page. Turn Them  
Into Buying  
Customers**



The image shows a Facebook chatbot interface. At the top, there is a header image of two women sitting at a table with Easter baskets, with a small 'H' icon in the top right corner. Below the image, the text reads: "Did you plan your Easter yet? See the latest offers 🔥 (Our chatbot helps also with other questions.)". There are two blue buttons: "Easter offers" and "Ask prices". At the bottom, there is a text input field with the placeholder "Write a message" and a right-pointing arrow icon.

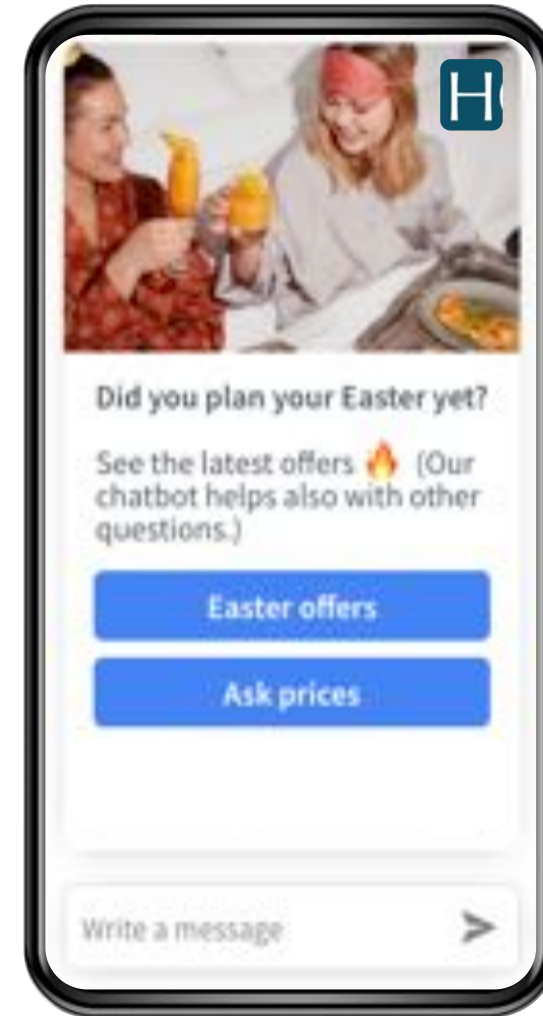
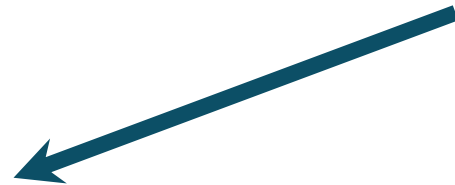
# Get More Revenue With Interactive Pop-ups

## Make Buying Easy & Appealing





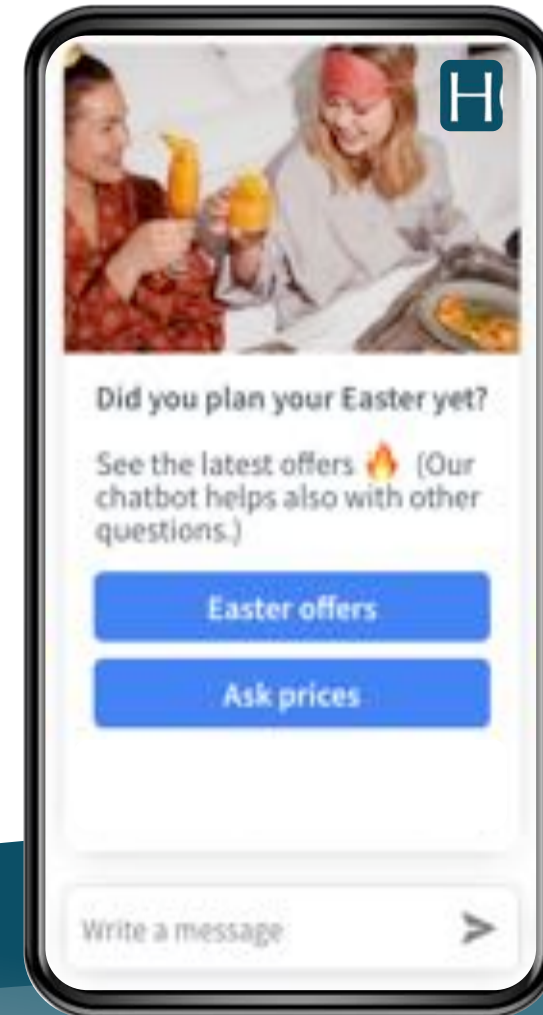
# Increase Your Offer Efficiency



# Increase Your Offer Efficiency

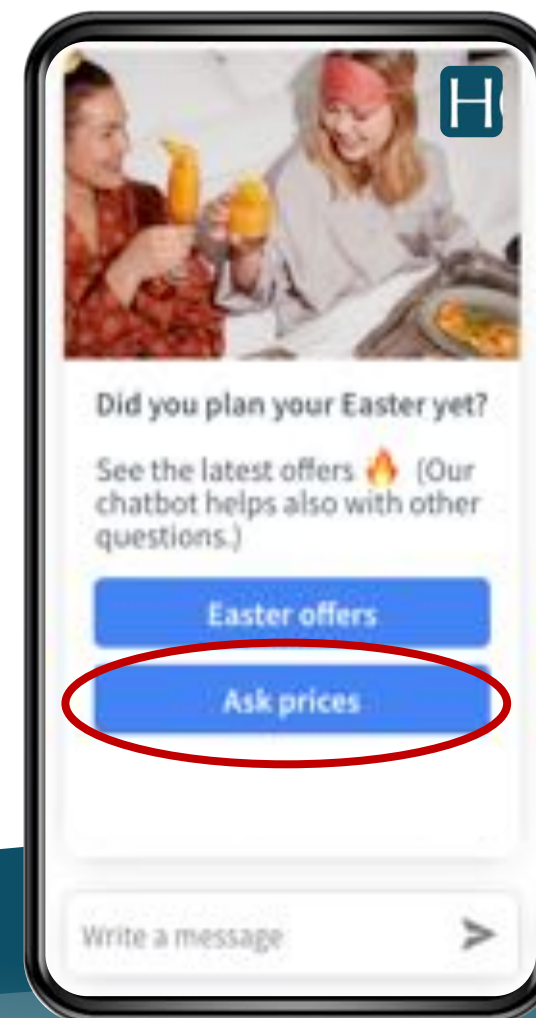
- ✓ “Do you have anything special for Easter?”
- ✓ “Which promo code should I use for Mother’s Day?”
- ✓ “Can I combine my....?”

## Clear The Doubts & Engage Your Guests With An Ai-based Tool



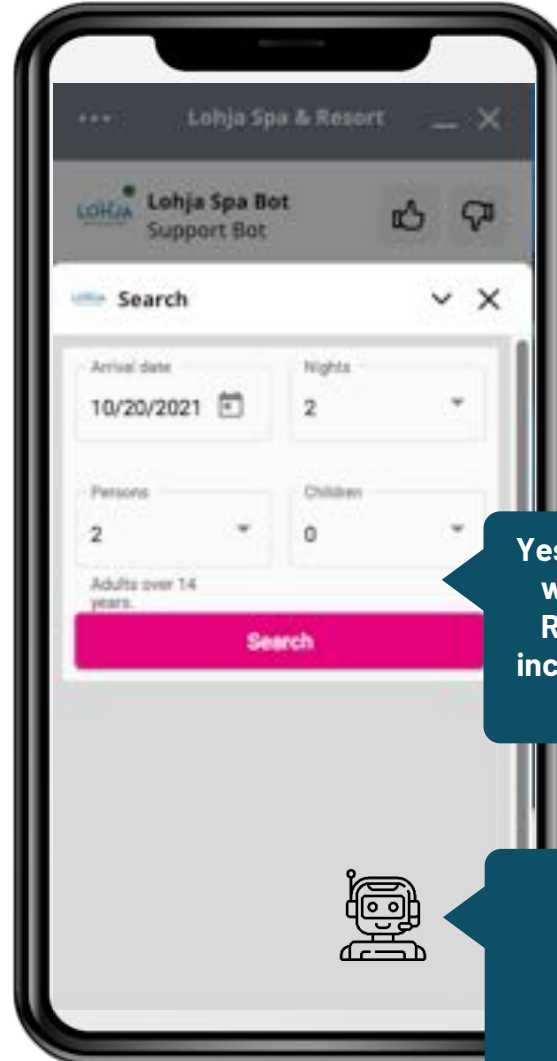


# We Work With Amadeus GDS To Get More Direct Bookings For You



# We Work With Amadeus To Get More Direct Bookings For You

Guest asks for a room, after appealing pop-up & greeting.

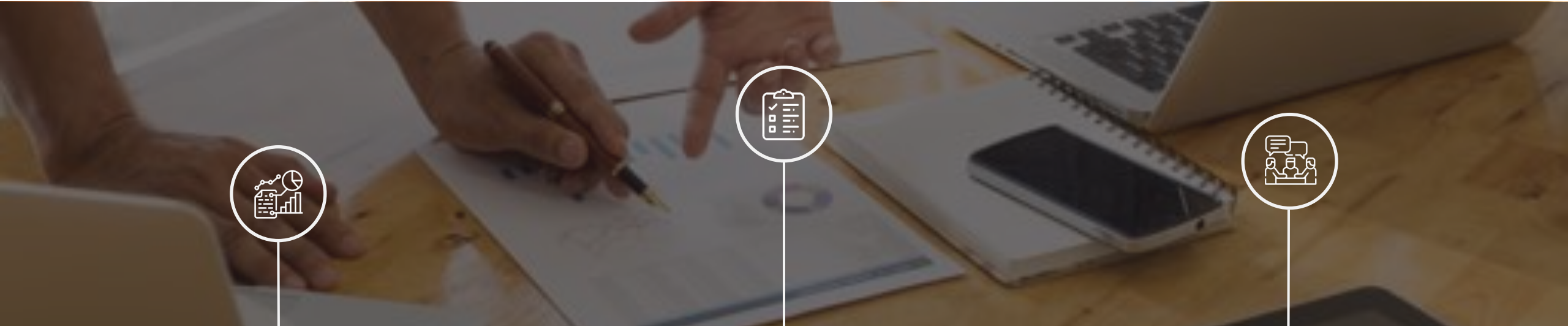


Yes! We do have rooms available with good price for that time. Rooms start with 152€/night, including breakfast. This room is called Family Superior.

If you want to book this room, or see other options, please [click here](#).

CHATBOT links directly to Amadeus GDS to get the pricing info & availability from hotel PMS.

CHATBOT directs the guest to your booking engine – or to see room descriptions / options whatever you wish.



Additional Services,  
E.G. Spa Treatments

Table  
Reservations

Leads For  
Meeting Rooms Etc.

**AI-based Hospitality Tool Will Increase Your Upsell Opportunities  
It Makes Buying Easy**

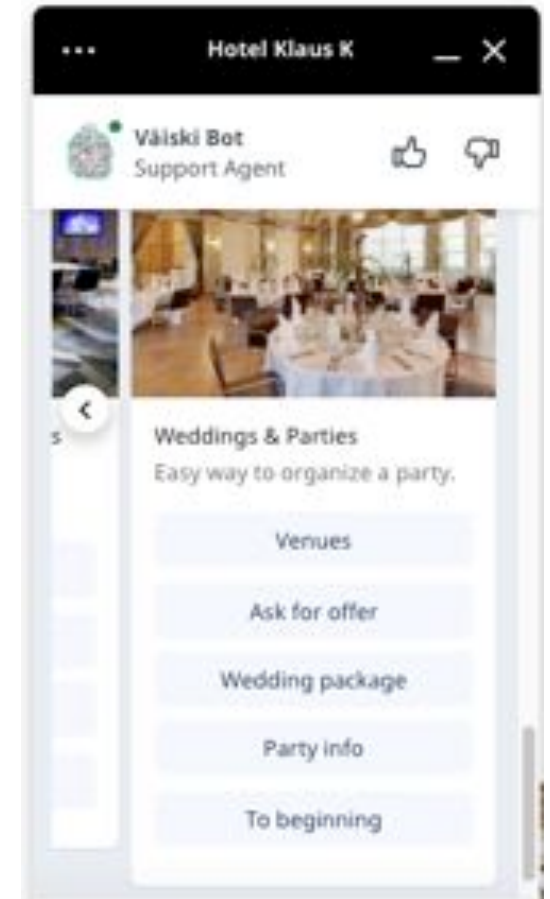


**Tailored greetings attract your customers to give details on specific topics, such as meeting rooms, restaurant bookings or spa treatment enquiries.**



Website visitors get info about your frequently asked questions. You can save your time for more important tasks.

They can also leave their contact details about the topics they are interested in for your team to contact them proactively.



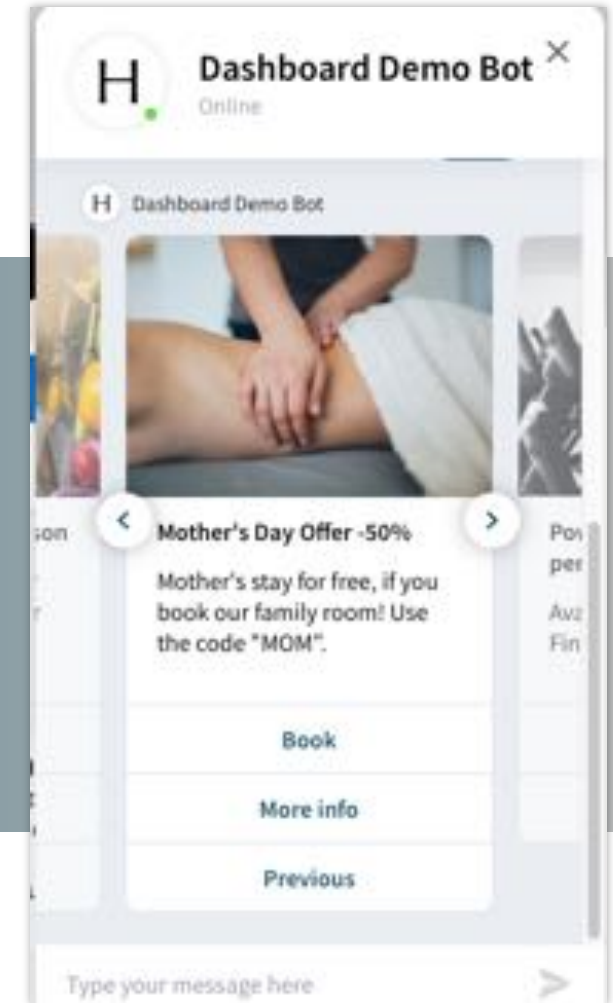
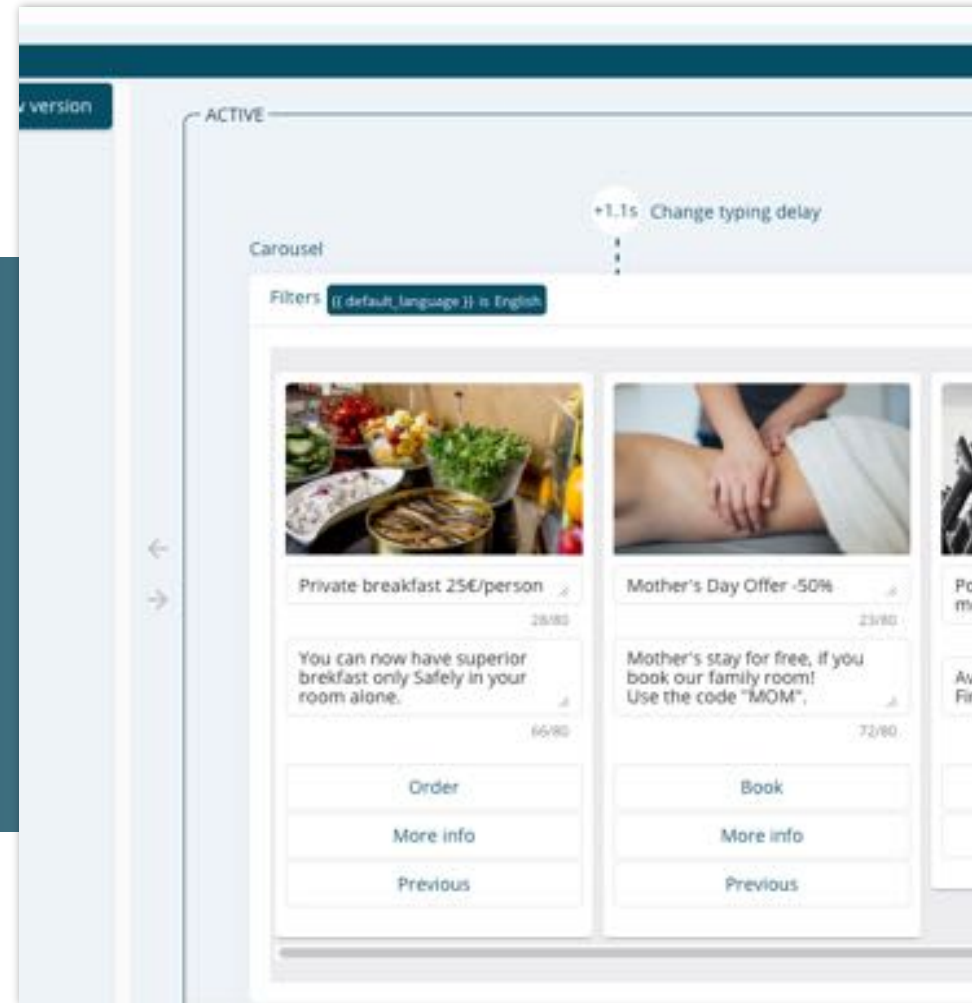
# Manage Your Offers & Campaigns In Few Minutes From The Dashboard



No Need To Update  
Your Webpage

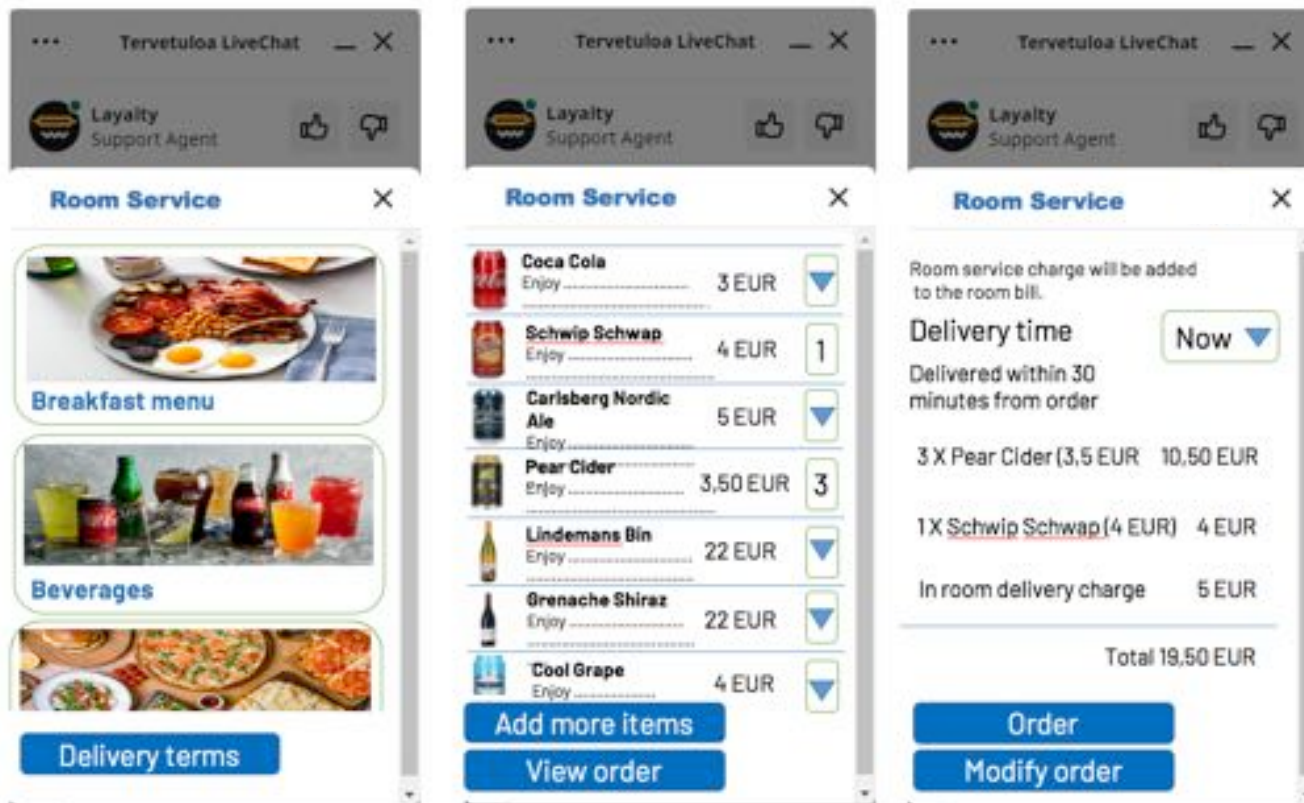


Only Our Tool



# Room service ordering

No downloads, part of the chat. After the ordering, the kitchen staff will receive a SMS notification about the order and can proceed.



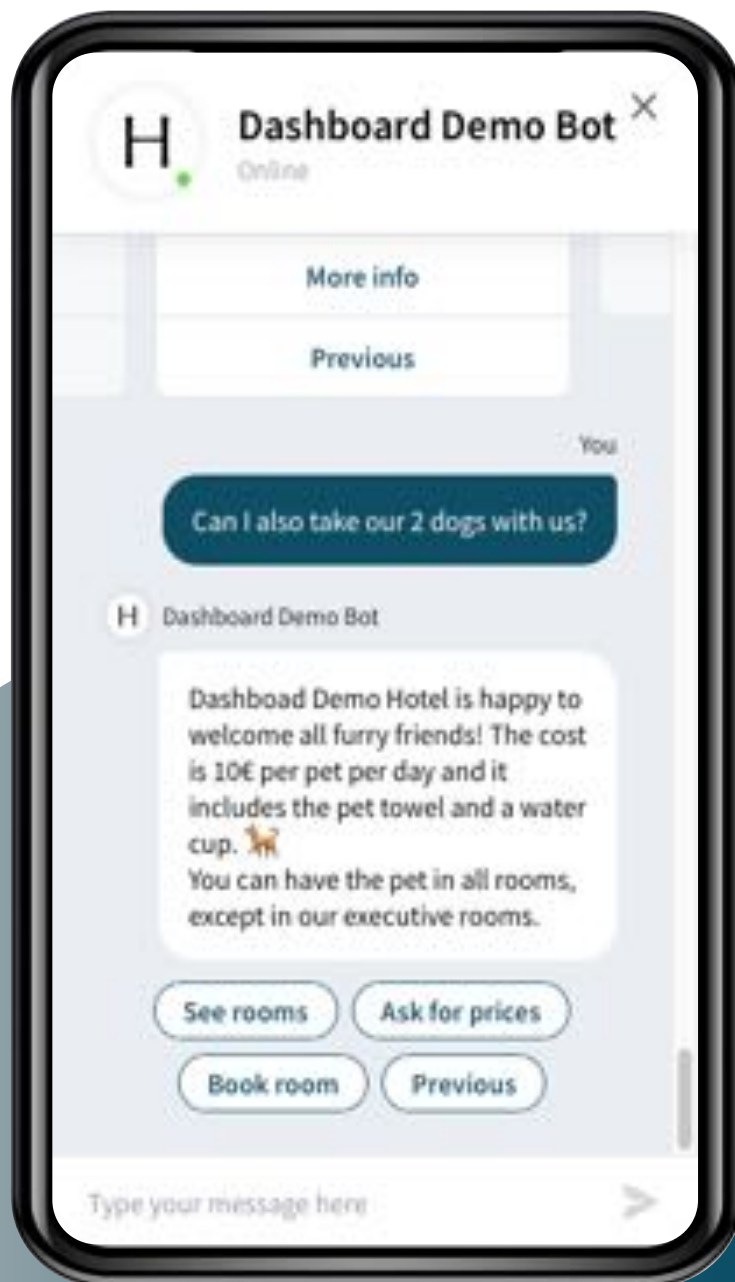
Guests can modify, or add requests to each item, and also to the delivery itself.

Supports info about the different payment methods, delivery times and take-away.

Guests can be directed to the service as part of the normal chat, but also directly with a special link, or a QR-code.



**Save Your Staff & Serve Your Customers**



## AI-based Tool Uses **CHATBOT** Functionality To Give Answers To Most Important **FAQS**



It automatizes repetitive tasks of your staff and gives quick answers to your happy customers.

**We Are Hospitality Specific, So Our System Really Understands The Questions**



# Save Staff Resources



A **CHATBOT** frees time from routine actions. It requires no new training. Nor takes sick leaves

**Helps To Get More Sales, When You Are Short Of Staff**





# Customer Service Chatbot

## Use Our Hospitality Specific Guest Service CHATBOT To Provide Superior Care & Service To Your Guests!



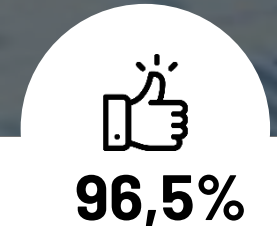
Around Clock  
Customer Service



Bot Accuracy



Hospitality Specific  
Questions In Database



Guest Satisfaction  
In Chats





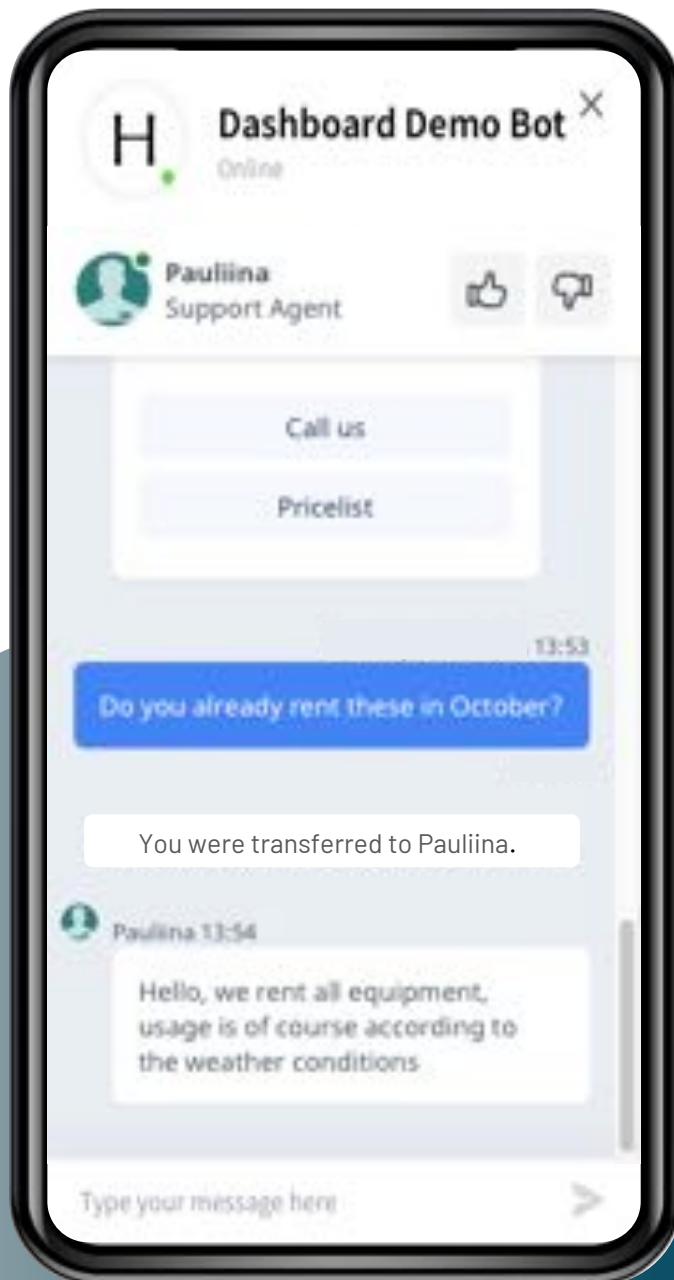
## In Addition:

When guests get answers fast and in easy way in every part of their journey, they feel like they are supposed to feel in your hotel.

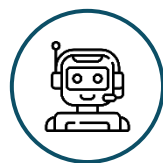


**The Whole Guest Experience Becomes Better.**

**This leads to re-bookings, recommendations & more positive brand image.**



Improve your Customer Service with **LIVE AGENTS**. You can do that on your own, or utilise Hotelway **Call Center**.



When humans are sleeping, chatbot can take over.

**AI can take the repetitive questions and humans can concentrate on what matters.**



You are currently not accepting chats.

Start accepting chats

### Archives

Search in archives...

+ Add filter Imatran kylpylä (English)

88 chats Newest first

1. Hello, if you have any questions now, or in the fut...

Imatran kylpylä Customer

Agent: SAM, Ante

1. Hello, if you have any questions now, or in the fut...

Vicky

Agent: Sam

1. Hello, if you have any questions now, or in the fut...

Vicky

Agent: Sam

1. Hello, if you have any questions now, or in the fut...

Imatran kylpylä Asiakas

Agent: SAM, Ante

1. Hei, miten voit auttaa? Kaikki palvelumme ovat a...

Imatran kylpylä Asiakas

Agent: SAM, Ante

1. Hei, miten voit auttaa? Kaikki palvelumme ovat a...

Imatran kylpylä Customer

Agent: Sam

1. Hello, if you have any questions now, or in the fut...

### Imatran kylpylä Asiakas and SAM, Ante

+ Send chat with this customer

The wellness journey on the peninsula starts a week, 90-minute long water polo along with a selection of 14 different swimming pools with water temperatures ranging from +6 to a luxurious +38 degrees. A smaller water slide as well as a children's pool suitable for toddlers can also be found in the spa. We also have a heated outdoor pool for you to enjoy. Free access to Spa Farkumetsä is included to our holiday prices daily 8 a.m. - 10 p.m. (departure day 8 a.m. - 11 a.m.)

View prices

Reserve seasonal

Pool bar

Please notice

Gift cards

Swimsuit

Chat with an agent

Imatran kylpylä Asiakas

Chat with an agent

10:42:21 pm

Sam transferred the chat to Imatran kylpylä (English)

Imatran kylpylä Asiakas

Hello

Imatran kylpylä Asiakas

We would like to know about using the Spa during the 23-26.12.2021

+ Add tag

17 status

17 chat messages

1 page

17 users

17 administration

Profile, Currency, Language, Notifications, Add

### Details

#### General info

Imatran kylpylä Asiakas

18:06 pm local time

Brussels, Brussels Capital, Belgium

View all chats

#### Chat info

Chat ID: Q219K07FK

Moved on: <https://www.imatrankylpyla.fi/kylpyla/alkametsa>

Came from: <https://booking.imatrankylpyla.fi/>

Groups:

Imatran kylpylä (Suomi)

Imatran kylpylä (English)

#### Technology

IP address: 46.218.24.88

OS/Device: Windows (32)

Browser: Chrome (91.0.4577.82)



# HOTELWAY:

## Hospitality & Travel Communication Experts

### Make Your Communication Efficient, Better and Easy.



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[www.hotelway.ai](http://www.hotelway.ai)

# HOTELWAY