

The complete and modular AI-Powered **CRM Suite** that delivers impactful results.

Weforguest is the innovative CRM for hospitality industry, designed to boost direct sales, personalize guest experiences, enhance loyalty, and optimize operational efficiency. With AI-powered tools and extensive integration with PMS and Channel Managers, it simplifies management and adapts to the specific needs of your accommodation facility.

Save Valuable Time



Automation, AI integration, and ease of use simplify processes, saving time for your staff.

Increase Guest Satisfaction



Communicate personally with all guests by connecting all communication channels.

Boost Direct Sales



Leverage AI for quick, customizable quotes that capture attention and improve conversion rates.

Centralize Guest Data



Integration with PMS and various tools simplifies workflows, boosting staff productivity.

One Solution,



AI-Powered Personalized Quoting Tool

Create experiential, engaging quotes in seconds with AI and easily monitor the entire sales process.

AI-Powered MICE, Groups, and Event Quoting Tool

Customize every detail of business and leisure quotes: highlight meeting spaces, rooms, and services to become the go-to destination for any event.

Multichannel Chat with AI

Centralize all communication channels into a single interface.

Marketing Automations

Configure automatic workflows and send personalized communications to guests pre- and post-stay through various channels.

Unlimited Newsletters

No "PRO" version upgrades. Communicate with your entire database without restrictions.

Smart Questionnaires

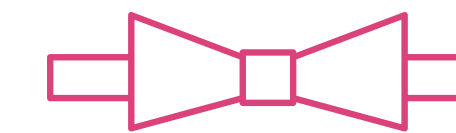
Quickly gather guest feedback and increase positive reviews.

Smart Wi-Fi

Gather direct guest contacts and welcome them with personalized experiences.

Centralized Guest Profiles

Your ultimate data hub for accommodation facilities.



Concierge Services

Enhance the guest experience by providing tailored information.

Review Management

Analyze reviews from various platforms in one screen.



Multi-Structure Management

Switch between properties with one click through an intuitive interface.



Loyalty & Reward Program

The loyalty program that adapts to your brand and your guests.

Personal Guest Area



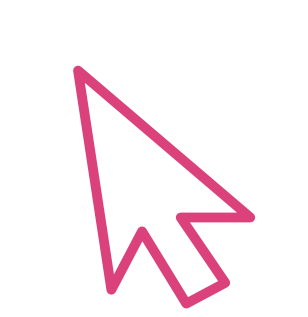
many opportunities

— Customized Quotation Tool Powered by AI

Your Key to Increased Direct Sales

With our Suite you simplify and speed up your team’s work by offering guests a shopping experience unique and personalized. Thanks to integrations and AI, our system processes any request via email, form and WhatsApp, in one click. Innovation and Sustainability as Keys to Success.


Simplify the work of your staff and amaze your potential clients!



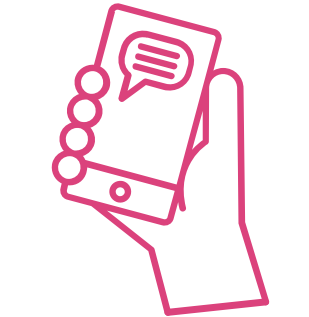
Ready in one click



Landing Page Experience



Integrated with PMS

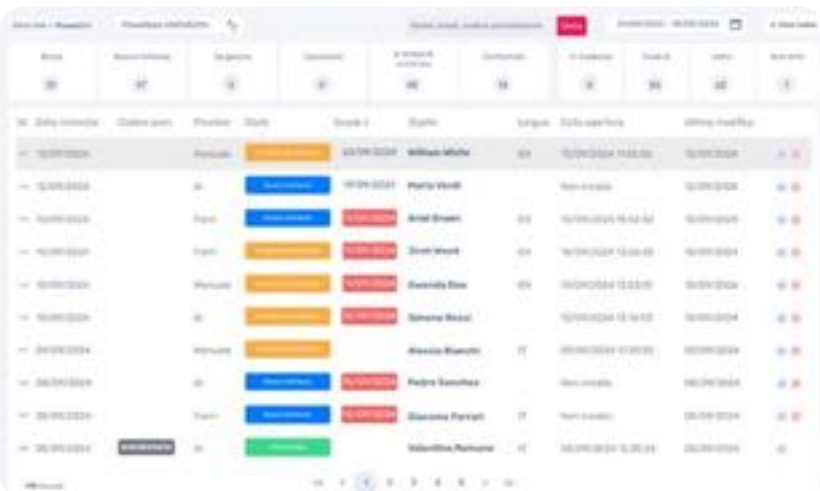


Remarketing Automated



AI-Integrated

Our algorithm processes requests from various channels and generates quotes for all needs. The AI translates into all languages, replies to emails and messages, and gathers the necessary information to create offers.



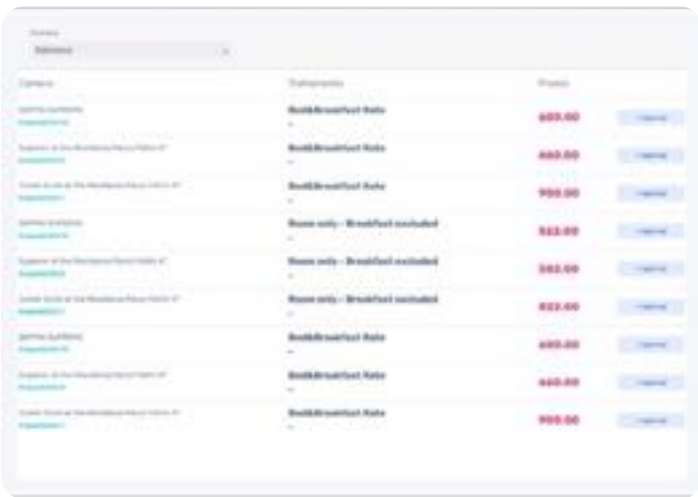
Negotiation management and automated workflows

Manage form, email, WhatsApp, and other requests through an intuitive interface. Let AI generate tailored quotes for every inquiry, assist future guests in real-time with advanced multichannel chat and automated reminders, while monitoring sales.



Landing Page Experience

Weforguest Quoting Tool offers potential customers more elements to evaluate your hotel. High-quality graphics and precise information make price secondary to the quality of your accommodation facility and services.



Integrated with Availability and Rates

TheWeforguestSuiteisintegrated with the major channel managers to synchronize availability and ratesinrealtime.Italsoadaptsand hooks up to the various payment gateways directly from the quote to speed up the purchase.



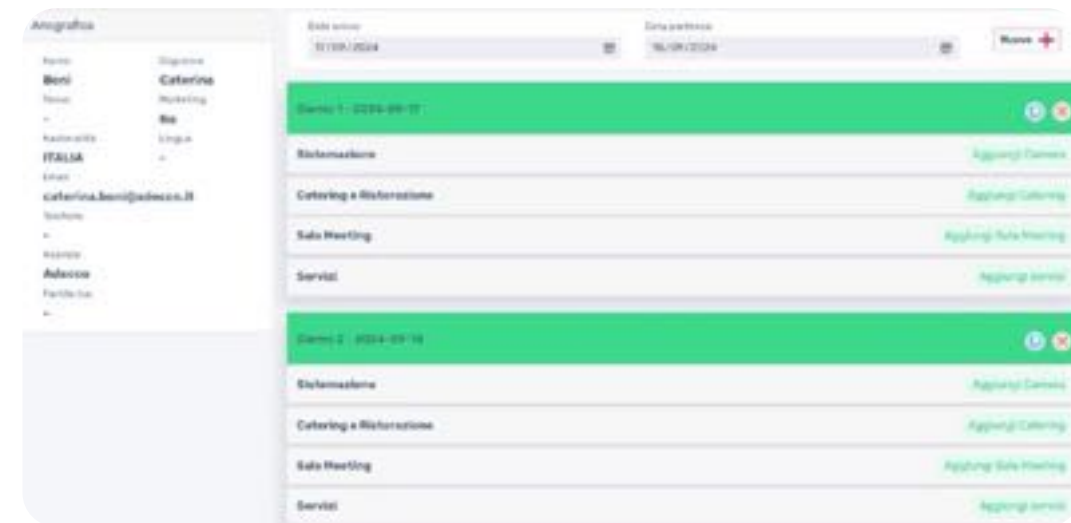
Comprehensive Statistics

Thanks to comprehensive metrics you will have the information necessary for your strategy and to better understand the purchase preferences of your target customer.

– AI-Powered MICE, Groups, And Events Quoting Tool

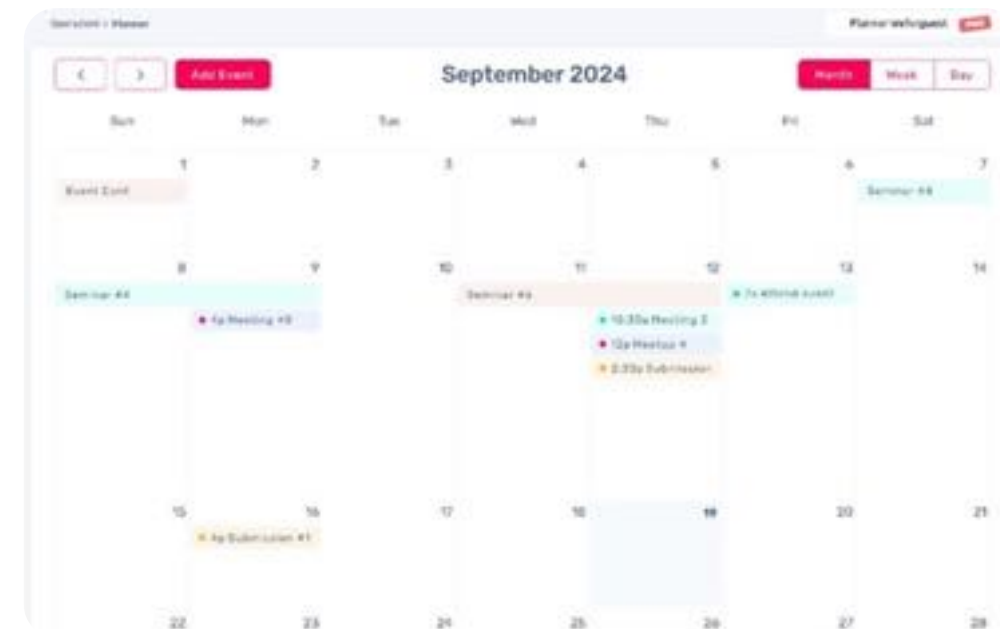
Elevate Your Business & Leisure Offers

Easily configure rooms, treatments, meeting spaces, and catering services to create tailored quotes for any need. Gain complete and personalized management for events, meetings, business & leisure groups, from the initial offer to confirmation.



Tailored Configuration

Create ad hoc quotes for each event by including rooms, treatments, catering and meeting rooms. Set rates per person or per package and add extra services to grow the value proposition and enhance the customer experience.



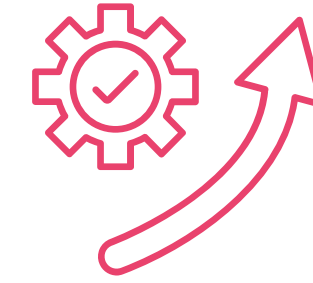
Simple Operational Management

With the Operations module you manage asks, calendars and pipelines directly in CRM: you can keep everything under control, assign tasks to collaborators and respond to messages from a single platform. More organization, less clutter!

Comprehensive and experiential quotations for any type of event



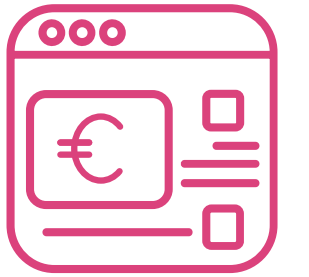
Personalized shopping experience



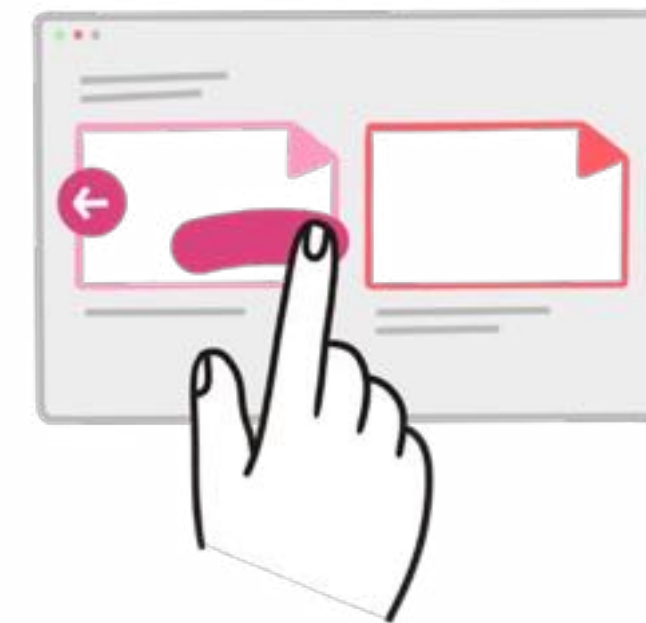
Detailed configuration



Instant payment

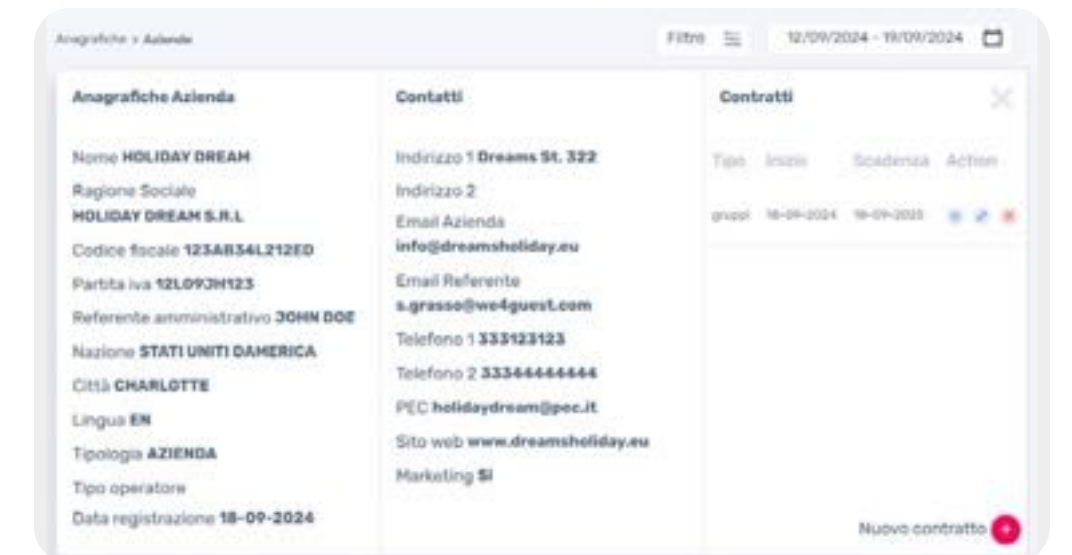


Check balance from dashboard



Dashboard Payment Tracking

Our Suite allows you to verify whether payments via bank transfer have been made, without having to leave the dashboard.



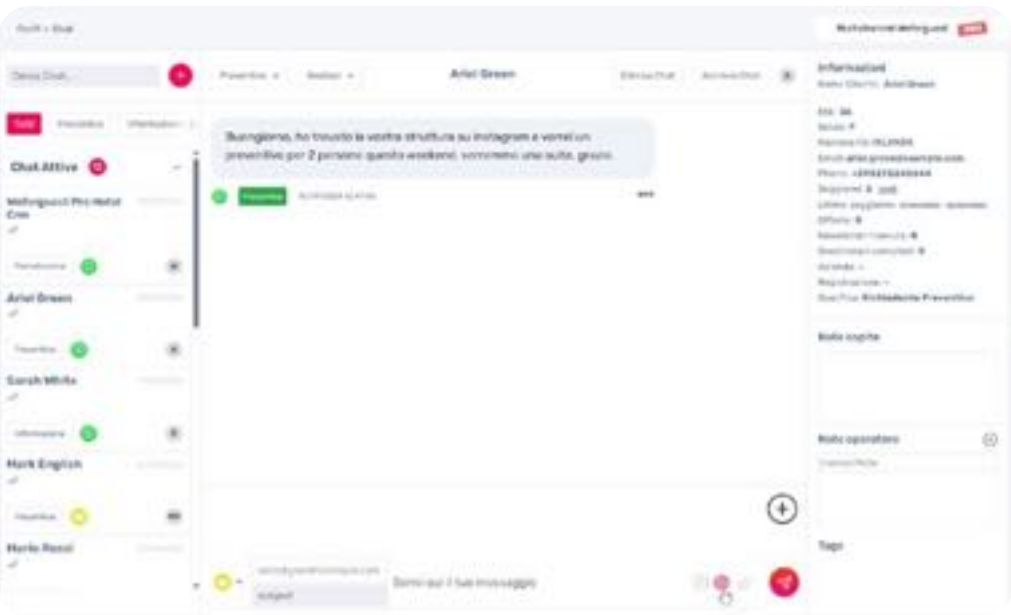
Integrated Companies Database

All the data of your client companies are recorded in the CRM to better manage communications and marketing activities, simplifying sales and improving efficiency.

— Multichannel with AI

Centralize Communication Channels

More control and less confusion. Thanks to the Multichannel Chat with integrated AI you help your team to have better management of communications and quotes.



Aggregate chats and emails

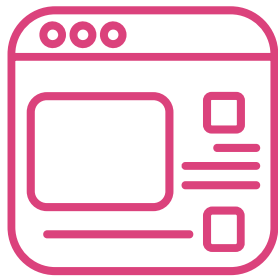
All your facility staff will be able to view conversations from the various communication channels.

Use AI to improve the guest experience

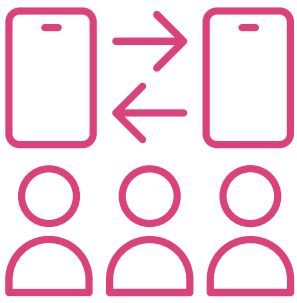
Centralized communication channels and Artificial Intelligence are your best allies to respond quickly and punctually to all requests.



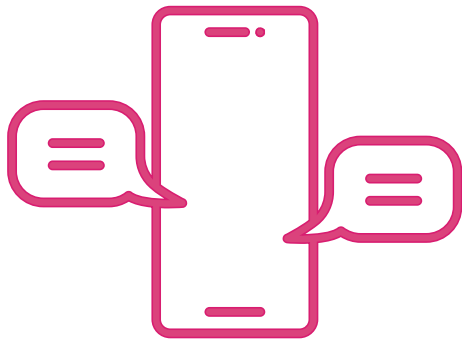
Don't waste time changing screens!



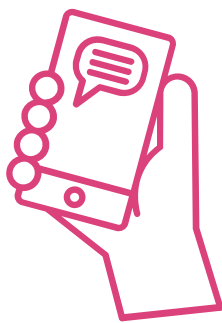
Chat and email aggregated



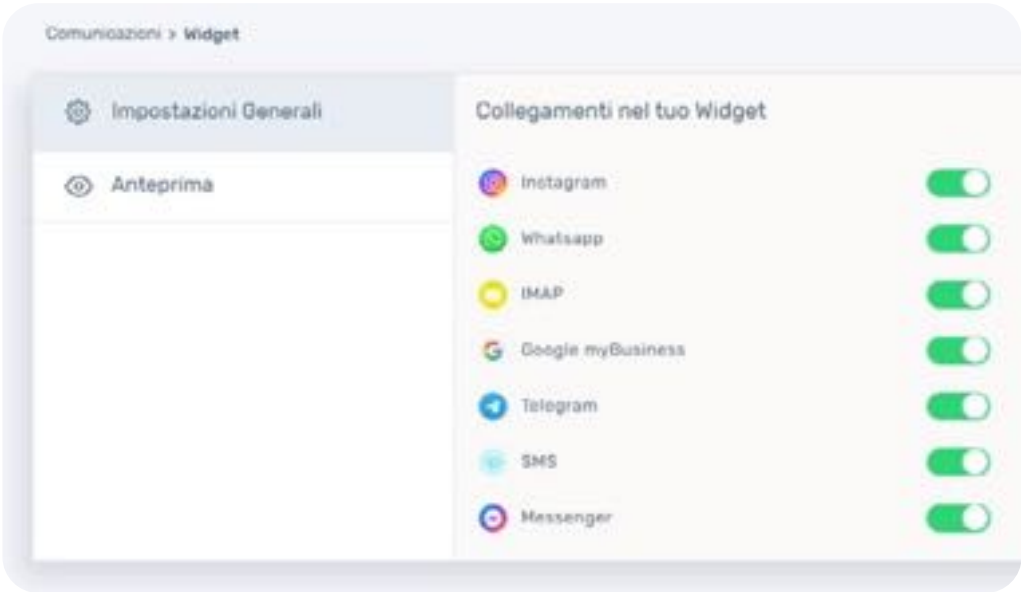
AI-automated communications



Conversations divided by areas

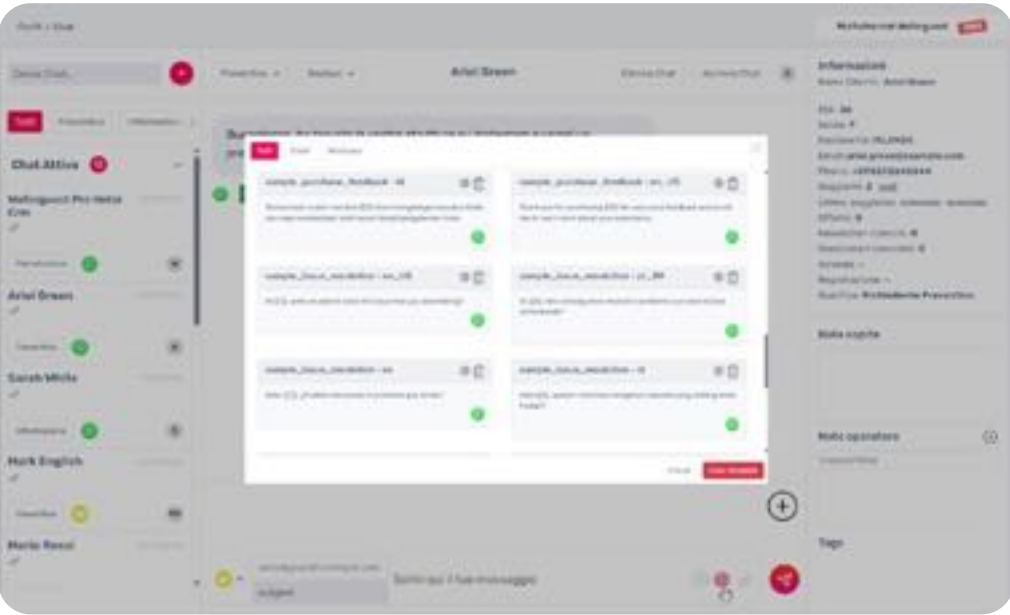


History at your fingertips



Whatsapp, Mail and much more

Email, Whatsapp, Booking.com, SMS, Google and all the other communication channels you may need to better manage the relationship with the guest.



Templates and multichat with AI

With this function you can view the interaction with each individual guest on a single screen, communicate both via email and chat with customized templates. With AI you can divide conversations into categories for quick use, assign notes, tags and immediately view all the customer history.

— Marketing Automations & Unlimited Newsletters

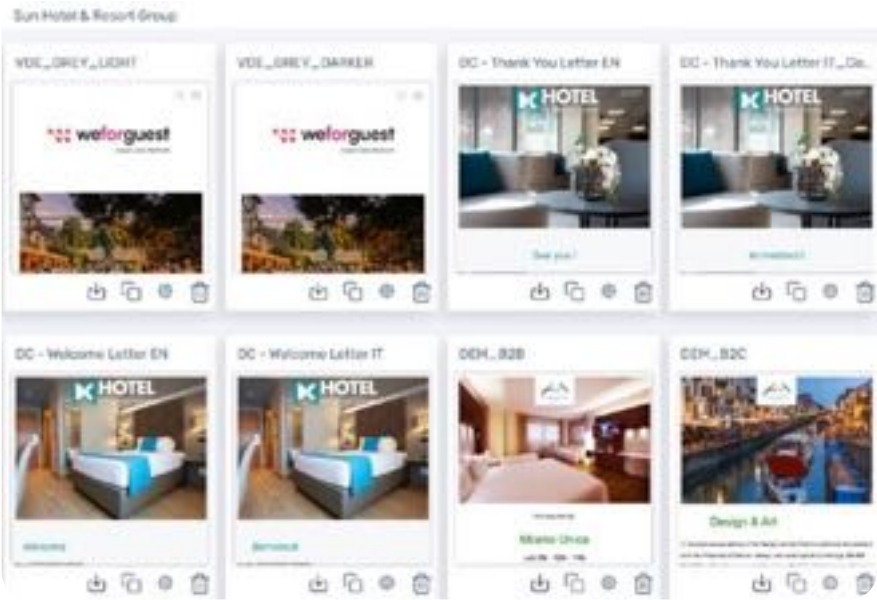
Optimize Your property’s marketing strategy

The ideal tool to automate commercial communication with your customers, reduce your property’s marketing expenses and have a better overall return on investment.



Communications automation

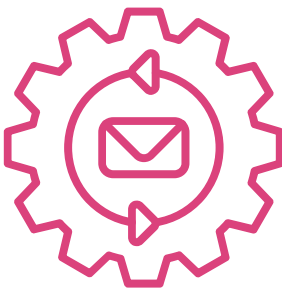
Define the target with precision and create automatic flows for sending newsletters, Whatsapp messages, SMS or push notifications to guests at all stages of their stay, from pre- to post-stay.



Unlimited DEM Campaigns

With Weforguest you can take advantage of all the benefits of a centralized database and there is no limit to the number of Newsletters you can send!

Improve your marketing and sales funnel



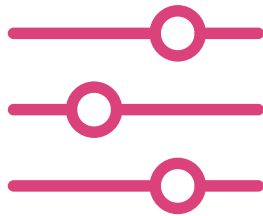
Automated Flows



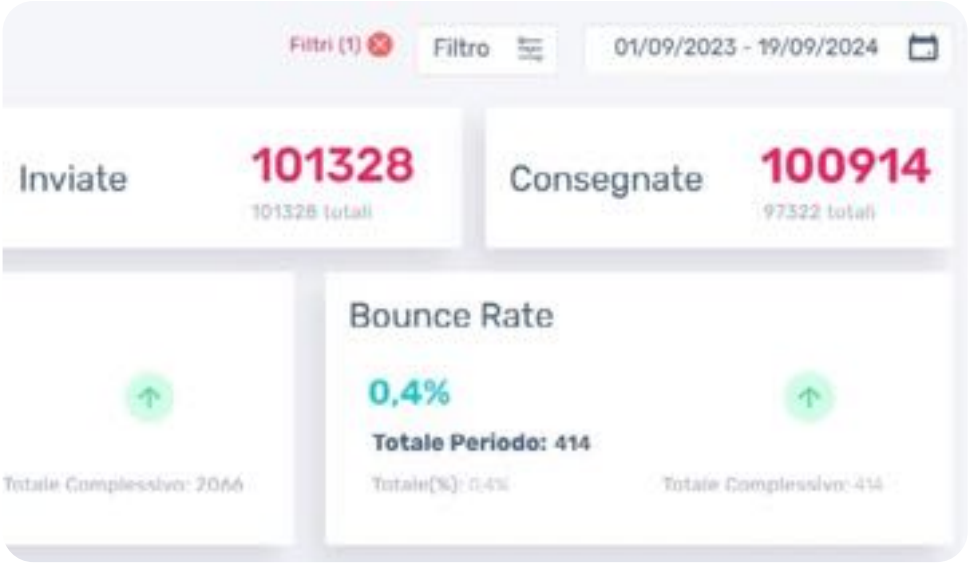
Unlimited DEM Campaigns



NO SPAM



Advanced Metrics



No SPAM guardanteed

You won’t lose anything: Create your campaigns, we make sure they are sent to the inbox, keeping in line with the ever-evolving anti-spam and security regulations.

Nome	Cognome	Email	Eventi Registrati
Sebastian	Miano	sebastian.miano@example.com	Consegnato, Aperto
Weforguest	Commerciale	commerciale@weforguest.com	Consegnato, Aperto, Cliccato
Pedro	Sanchez	pedrosanchez77@example.it	Consegnato, Aperto
Weforguest	Fondatori	fondatori@weforguest.com	Consegnato, Aperto
Gwendol	Doe	gwendol_doe@example.com	Consegnato, Aperto
Maria	Verdi	maria.verdi@example.it	Consegnato, Aperto

Advanced metrics and interaction tracking

Use advanced metrics and interaction tracking for each single contact for A/B testing and make sure that your Ads are always sent to the right target.

and more...

— Loyalty & Reward Program

Your personalized loyalty program

Increase your property customer loyalty by creating a loyalty program that encourages your guests to return and book directly.

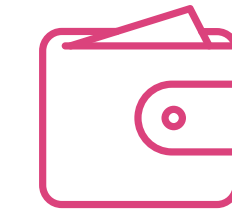
Exclusive benefits for guests, tangible results for the hotel!



Increase direct
bookings



More
returning
guests



Less
marketing
expenses



Improve
competitiveness

A versatile and customizable loyalty program

The first loyalty program for hotel facilities that allows you to customize rules, offers and benefits for guests.

Elegant and experiential mini-site

Your guests will be able to view all the offers and benefits of loyalty in their own reserved area.

Collect more data

The loyalty program allows you to know your guests even more deeply, recording valuable data on customer behavior and preferences.

Maximize Bookings and Reduce Costs


Our loyalty program allows you to encourage direct bookings by creating a personalized experience for your customers through loyalty tiers. Furthermore, thanks to our Suite, you can reduce marketing expenses by directly sending targeted communications to your most loyal guests.

— Review Management And Sentiment Analysis

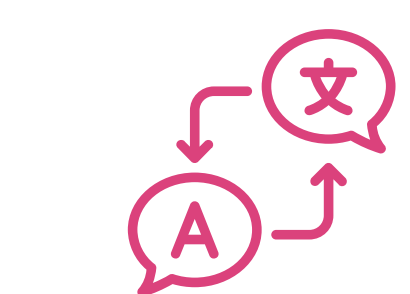
A single screen for all incoming reviews

Save time and manage in an organized way all the reviews coming from the channels with which your property works. Examine all review content with semantic analysis algorithm to understand strengths and weaknesses through your guests' words.


Don't waste time switching screens!




Aggregated Reviews



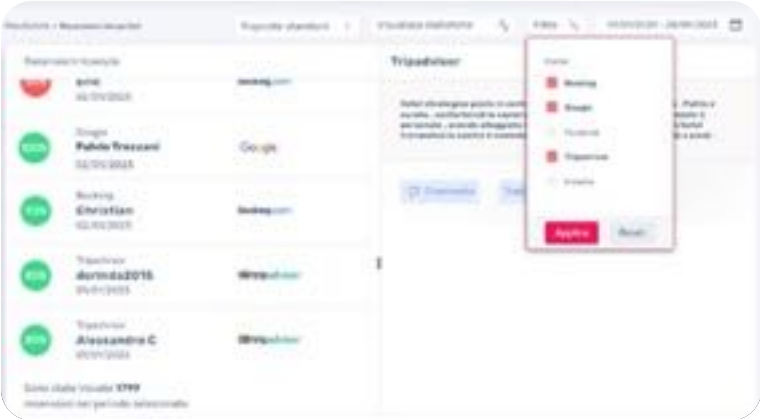
Replies and Translations





Improved Reputation



Semantic Analysis







Centralized review Management

Read and respond from a single dashboard to all reviews from the online channels you work with.

Improve the quality of your services

Analyze customer reviews, identifying areas for improvement and making positive changes to the hotel services

Monitor the competition


Identify your competitive advantage and adapt your strategies based on your competitors' customer experiences.

— Smart Questionnaires


Guest satisfaction at the center

The questionnaire is a sign of attention towards quality, which shows guests. Your commitment to a service that aims for excellence.


Collect direct guest feedback and prevent negative online reviews




Instant Feedback




Prevents negative reviews

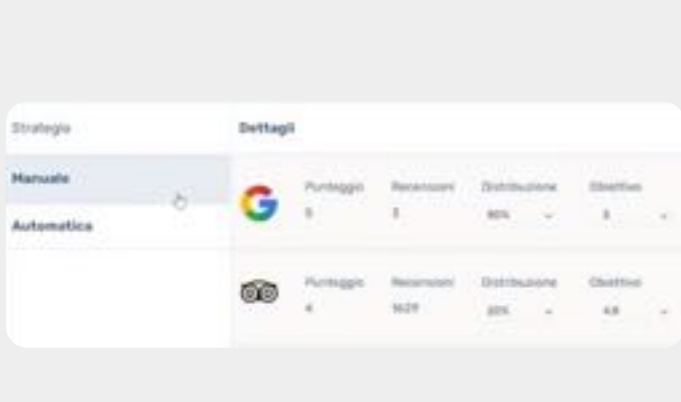



Customizable and multilanguage



Improve customer experience







Questionnaires for each phase of the stay

Create and send your questionnaires and monitor their progress. Receive real-time notifications to be able to intervene promptly if necessary.

Sharing positive feedback on online portals

Share positive questionnaires on online review portals and improve the positioning of your property.

Customizable and multilanguage

Customize the questionnaire with all types of questions by service category and automatically translate all the contents.

Wi-Fi as a business tool

Your Wi-Fi is a business tool that must be enhanced to implement disintermediation policies and maximize your facility’s revenue.



Quick and easy access for guests

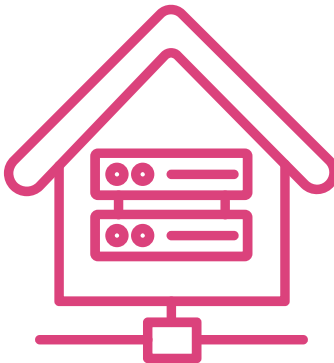
Guests can easily connect using their social networks or email without having to enter boring passwords to remember.



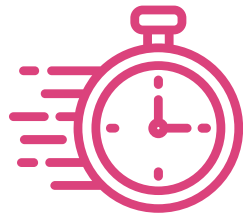
Customizable Welcome Page

You can customize the fields in the login interface to offer a graphic layout that satisfies your guests’ web browsing.

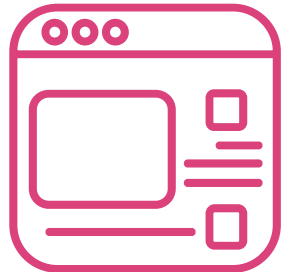
Your property’s personalized Welcome Page that collects guest data



Automatic collection of direct guest contacts



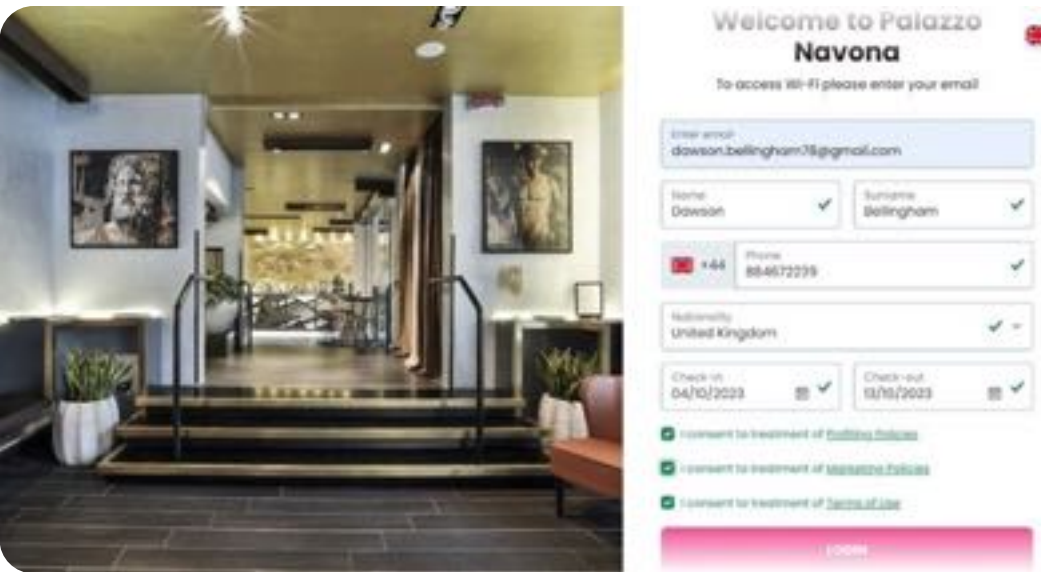
Easy and quick to install



Customizable welcome page

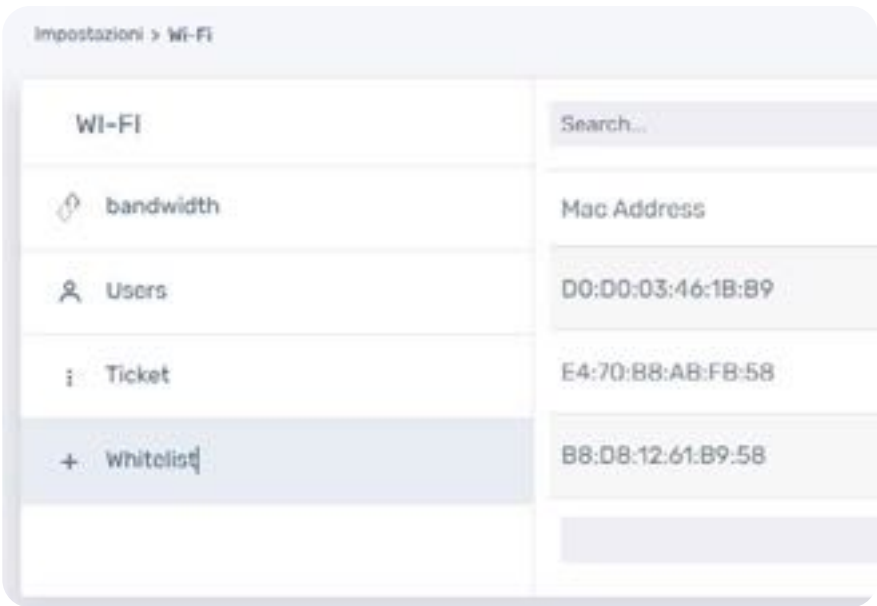


Secure network and GDPR Compliant



Collect direct contacts of your guests

Thankstotheintegrationwithcentralizedrecords, your Wi-Fi becomes an additional tool to collect direct contacts of guests, disintermediating from OTAs.



Manage Bandwidth Tickets and Monitor Access

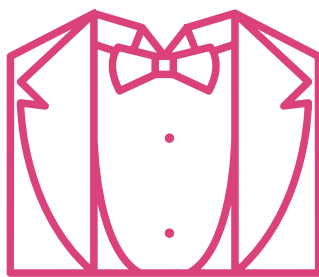
You can set security parameters to keep traffic under control and monitor access, manage paid tickets and devices with special permissions.

— Concierge Services

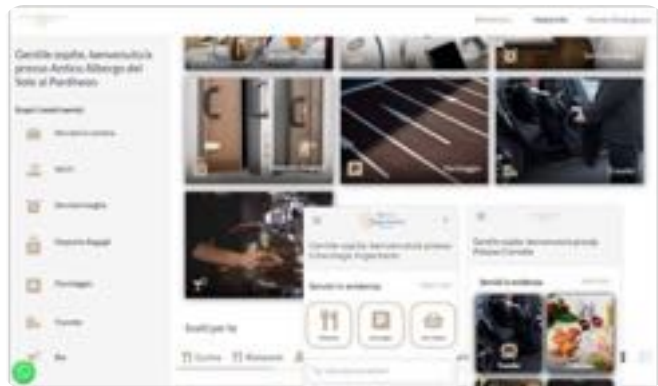
Everything the guest needs

Promote your services with customizable styles and provide guests with a web app featuring services and points of interest tailored to your structure.

We improve the customer experience



Personalize your concierge with different templates and styles



Different templates and styles

Choose from different templates and graphic styles, customize your font, and enhance your brand.

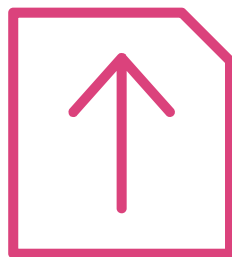


Promote your services



Customizable services

You will have an infinite choice of options to customize each service you want to promote and sell on your concierge.



Automatic content update



Improve communication



Recommended activities

You can insert events, activities and points of interest in the area, such as restaurants, historical and cultural buildings and much more. All automated and always updated thanks to the integration with Google My Business.

— Fast Check-in

Reduce waiting times at the front desk

Simplify operations with document transcription and PMS integration for a seamless check-in experience.

Collect guest contact information before they arrive at the property

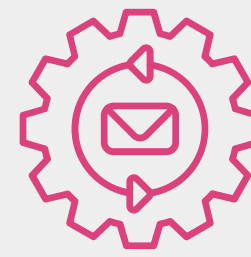


Speed up operations

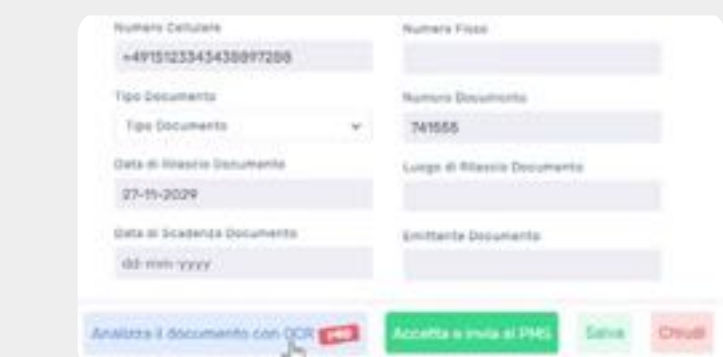


Automatically send emails before arrival

Welcome your future guest with a welcome communication and link to the fast check-in. Present your brand and manage their marketing preferences



Autofill

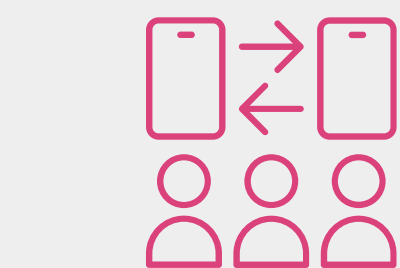


Autofill

Reduce front office operations thanks to automatic document transcription and PMS integration



Document Scanning



Fast Data sending to PMS



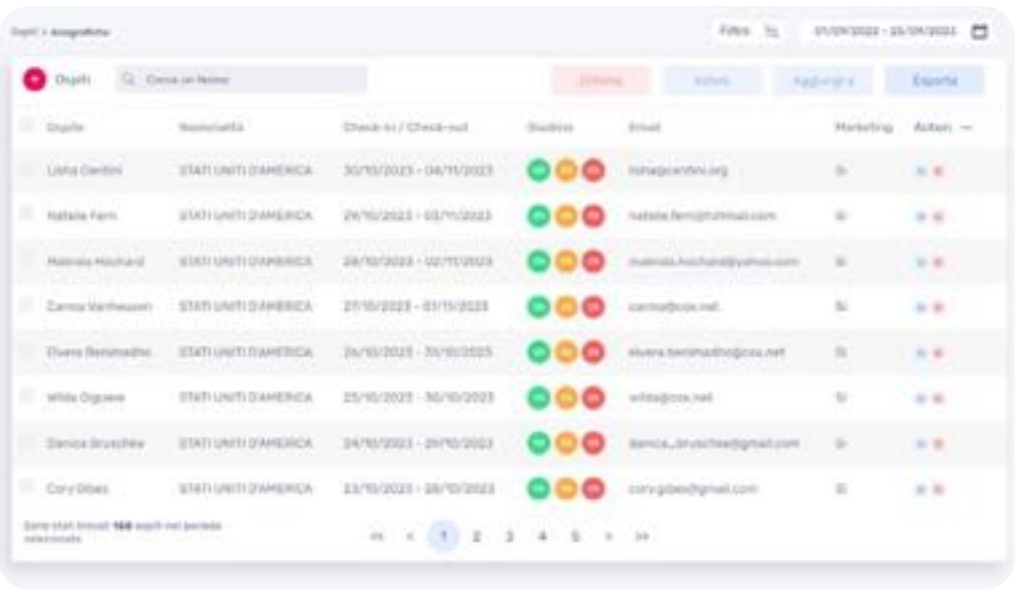
Ease of filling

Provide an optimal experience to your customer with automatic filling of fields and a fully responsive page

— Centralized Guest Profiles

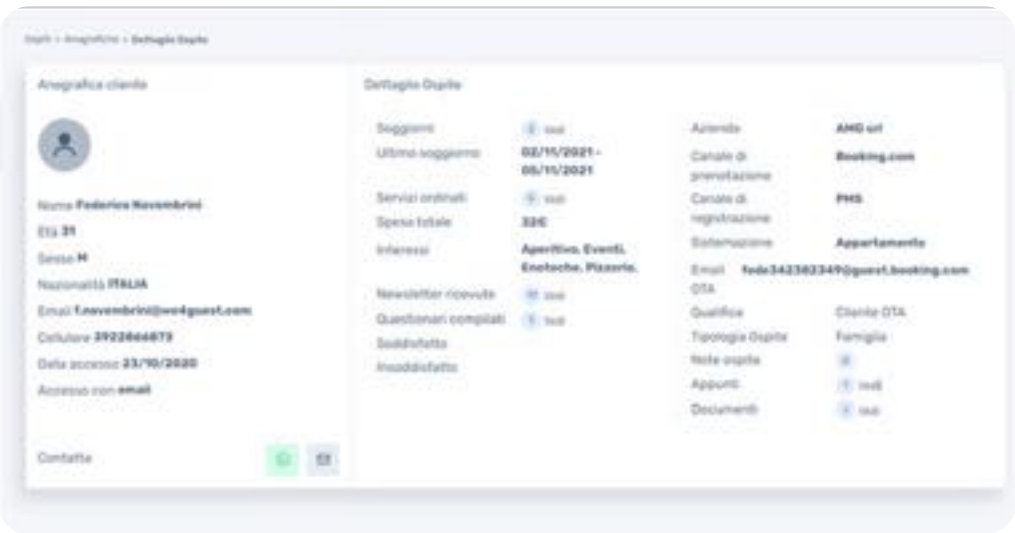
The data center of your accommodation facilities

Automatically profile guests, offering a personalized service by accessing their preferences and history. Consolidate data from management systems for organized and consistent information.



Automatic Profiling

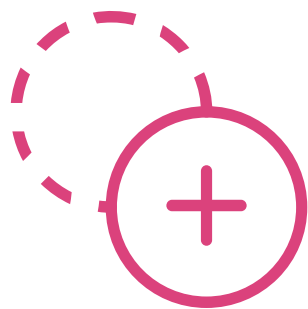
Collect guest data easily and gain in-depth insight into the history of each individual guest.



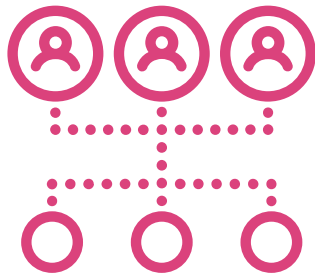
Customer Experience Personalization

Provide a more personalized service by giving staff easy access to guest preferences, such as room selection or special requests, to meet their needs

The first system for accommodation facilities that enhances data from other software



No Duplicates



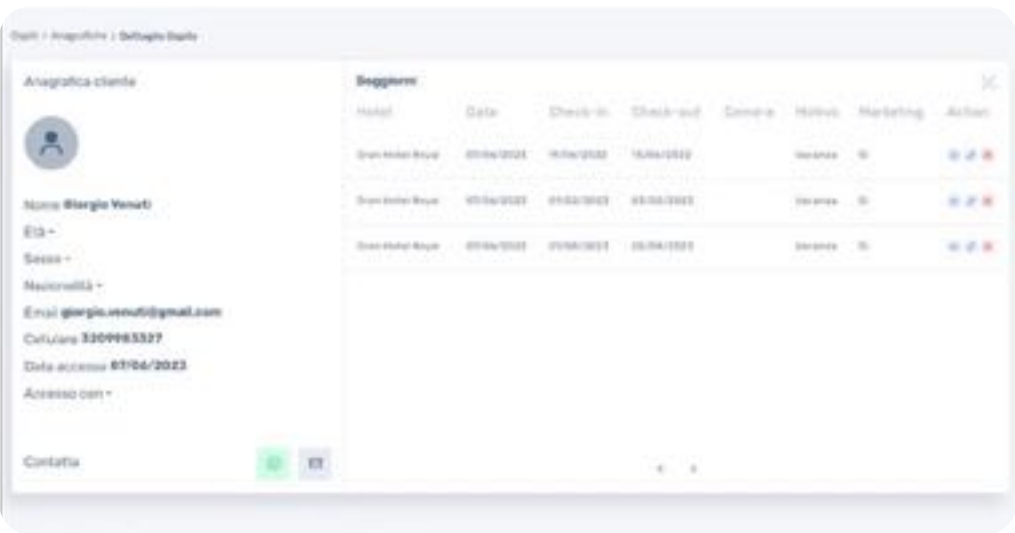
Automatic Profiling



Direct Contact Collection

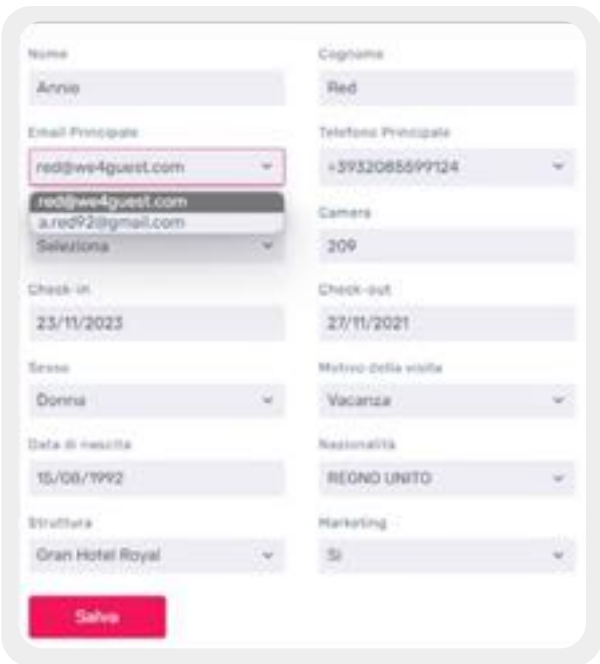


Centralized Data Hub



Data Consistency

Using centralized master data ensures that guest data is consistent and up-to-date across all hotel touchpoints, avoiding discrepancies or errors.



Less Duplicates and More Clean Data

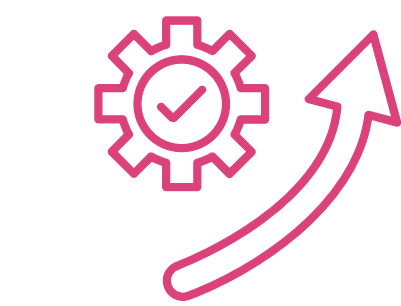
Reduce duplication of information and streamline processes with a master data organization that saves time and resources, improving the overall operational efficiency of the hotel.

— Multi-property Management

A Platform for Hotel Groups

Monitor all data from your properties in real-time, identify trends, and unlock growth opportunities across your brand.

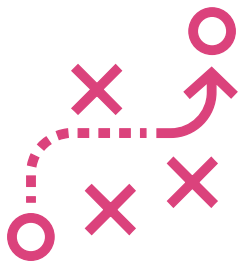
Your entire brand just a click away!



Operational efficiency



Reduction of human errors

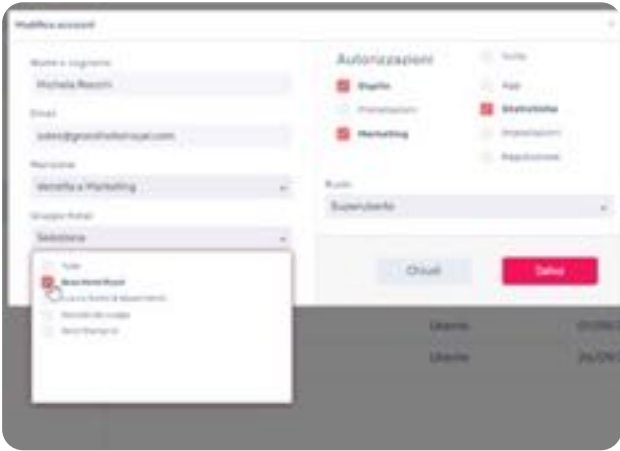


Improved management



Centralization of all customer data in all properties

View each individual hotel directly from our Suite simplifying daily management and brand strategy.



Manager visibility on the operations carried out by collaborators

Create accounts with rules and customized access to monitor the activities carried out in all your properties.



Advanced reporting

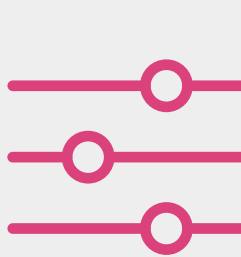
Identify market trends and growth opportunities in all properties.

— Personal Guest Area

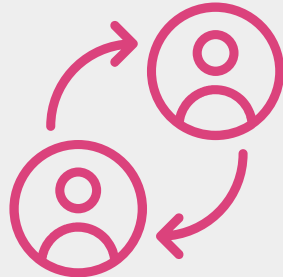
Your guests' private area

Your guests will be able to access a dedicated area where they can view special offers, communicate directly with the facility and have access to benefits such as fast check-in and check-out, while you collect even more information on their purchasing habits and preferences.

Offer a unique stay idea



Personalization of the experience



Direct communication



Satisfied guests



Loyal customers

Personalized stay

Guests can customize their stay, choosing services and expressing preferences through the personal area.

Access to special offers

Guests can receive personalized offers and promotions based on their preferences and their stay history.

Fast check-in & fast check-out

Allow the guest to conveniently check in online before arrival and check out without having to go through the reception, saving time

Viewing expenses

Your guests will be able to monitor the expenses accumulated during their stay in real time, avoiding surprises at the end of their stay. Allow the guest to conveniently check-in online before



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