



10 REASONS WHY HOTEL GUESTS WILL LOVE USING AN AUTOMATED CONCIERGE

An automated concierge is a great way to give hotel guests so much more.

An Automated Concierge System (ACS) brings back the warm and friendly face of the hotel concierge. A spokesperson for the hotel representing them at every stage to give the customer the best possible experience. From a customer perspective here are 10 reasons why they might love it.

1. **Accurate and updated information**

Guests will have instant access to accurate and updated information: Available hotel facilities, dining times, check-in/check-out times, hotel location (shown on a map) for when they are out and about, local attractions, where to shop, what's on events, transport details., etc. Even the latest news headlines are

available at the click of a button and (especially for those in London) the weather forecast.

2. Take advantage of promotions and discounts

Who doesn't like a bargain? The Automated Concierge is an ideal way for guests to quickly take up the latest promotions and discounts offered by the hotel. When they see what they like it is usually no more than a click away.

3. To book or make reservations

Guests can save time or get priority treatment by using the Automated Concierge to make bookings and reservations. A great way to ensure they get a table, to not miss out on Spa treatments, to get tickets, etc. and all without having to wait in line.

4. To feedback comments

What guests have to say is an important part of delivering a quality service and the Automated Concierge has facilities that encourages them to provide feedback comments. Guests can use the service to let the hotel and other Automated Concierge users know what they think about the hotel, the area, their stay, etc. at any time during and after their visit.

5. To read guest comments

The Automated Concierge allows guests to read what others have experienced and the information can become an invaluable tool for decision making. It's a great way for guests to find out what others felt about their stay, their visit to an attraction, the quality of the food, the standard of service, etc.

6. To experience something new

The Automated Concierge is new to the hospitality industry and guests will love discovering what this new service has to offer. The adaptability of the Automated Concierge system means that it can constantly be changed so users

will always have a reason to explore. An interactive video that communicates with users' mobiles. Who wouldn't want to use that?

7. For entertainment

The Automated Concierge videos can be used for entertainment in much the same way as ordinary videos but with the bonus of having interaction capabilities. As an example, guests with kids can be kept entertained with engaging videos like a treasure hunt, allowing the adults to enjoy a meal or a quick drink. Keeping the kids entertained is a compelling reason.

8. To record preferences

To allow hotels to personalise the service they offer, the Automated Concierge can, with their permission, store guest preferences. Guests are able to leave information for the hotel to use about their likes and dislikes. Wake up times, type of flowers, desired newspaper, menu choices, etc. This is a great way for customers to feel you remember them each time they stay.

9. To access exclusive and loyalty services

The Automated Concierge can offer guests the opportunity to access VIP and luxury facilities through membership or other loyalty programs. It can be used to automatically record usage of facilities for which rewards can be obtained. No need for separate loyalty or membership tracking schemes.

10. To get a warm Interactive Video greeting and guide

This is perhaps the most useful aspect of an Automated Concierge in providing a human face on video to represent the hotel. A warm smile that accompanies constant reminders to guests of important hotel events, facilities or procedures that often go un-noticed. A guide to notified of upcoming entertainment events and to aid them in discovering what's available inside and outside of the hotel that they may otherwise might have missed. More practically, the Automated Concierge can ensure guests are made aware of important signage such as evacuation procedures, security information, safety notices, etc.

Overall, the quality of hotel experience for guests goes up and the good news is, with an ACS every interaction starts with a warm smile.

For more information [contact us](#) using the form on our website.

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