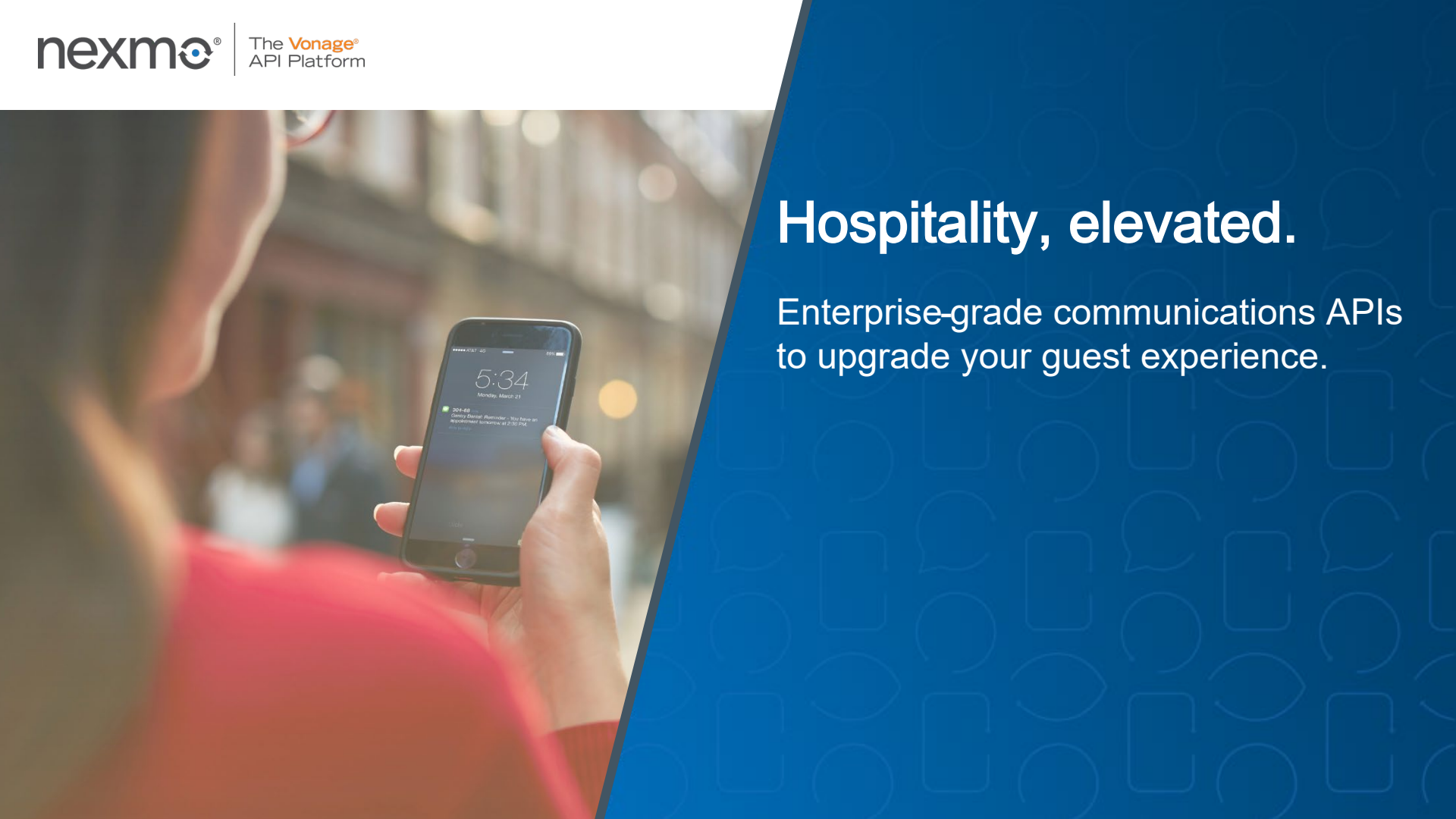# Hospitality, elevated.

Enterprise-grade communications APIs to upgrade your guest experience.

Improving the guest experience journey

Book
Knowing why guests are staying at your hotel improves their experience from the beginning.

Having insight into why guests are traveling and then adjusting the experience accordingly can have a significant impact (+/- 23%) on satisfaction.

Check-in
Allow front-desk staff to be more attentive to arriving guests by applying improved technology to handle daily reporting tasks.

When hotel teams provide a high level of attention, guests are 29% more likely to share positive reviews.

Stay
Gaining a 360° view of guests through social media and historical preferences can help you create personalized experiences.

Guests want to be "surprised and delighted" by moments that exceed expectations, with Millennials wanting this 71% more than other generations.

Do
Proactively recommend offerings and activities to your guests based on the information in their profile and past stays.

Empowering guests to customize their experiences is a growing trend. Luxury guests value customization 33% more than guests at other hotel tiers.

Get help
When a mistake is made or an opportunity is missed, getting the service recovery right can make or break the stay.

Guests are 40% more likely to share positive reviews when a problem is fixed quickly.

Check-out
Use robust predictive analytics to infer what guests want in exchange for loyalty.

When guests are satisfied with the way their loyalty is recognized and rewarded, they are 13% more likely to return to the specific brand.

| Know me | Engage me | Delight me | Empower me | Hear me | Know me ➡ |

For every point increase in satisfaction from their preferred loyalty program, guests are:

12%
More likely to return to a hotel chain

21%
More likely to share positive reviews

Increase traveler engagement with contextual communication.

Adding powerful functionality to your app communications is easy with Nexmo. Provide unique, data-driven customer engagement, make check-in a breeze, and improve net promoter score—all with a single, comprehensive platform.

Real-Time Support

Connect with travelers throughout their journey with contextual interaction and assistance.

Efficient Onboarding

Validate real guest credentials with intent-driven verification and authentication.

Personalized Service

Deliver a seamless travel experience with proactive alerts and in-app communications.
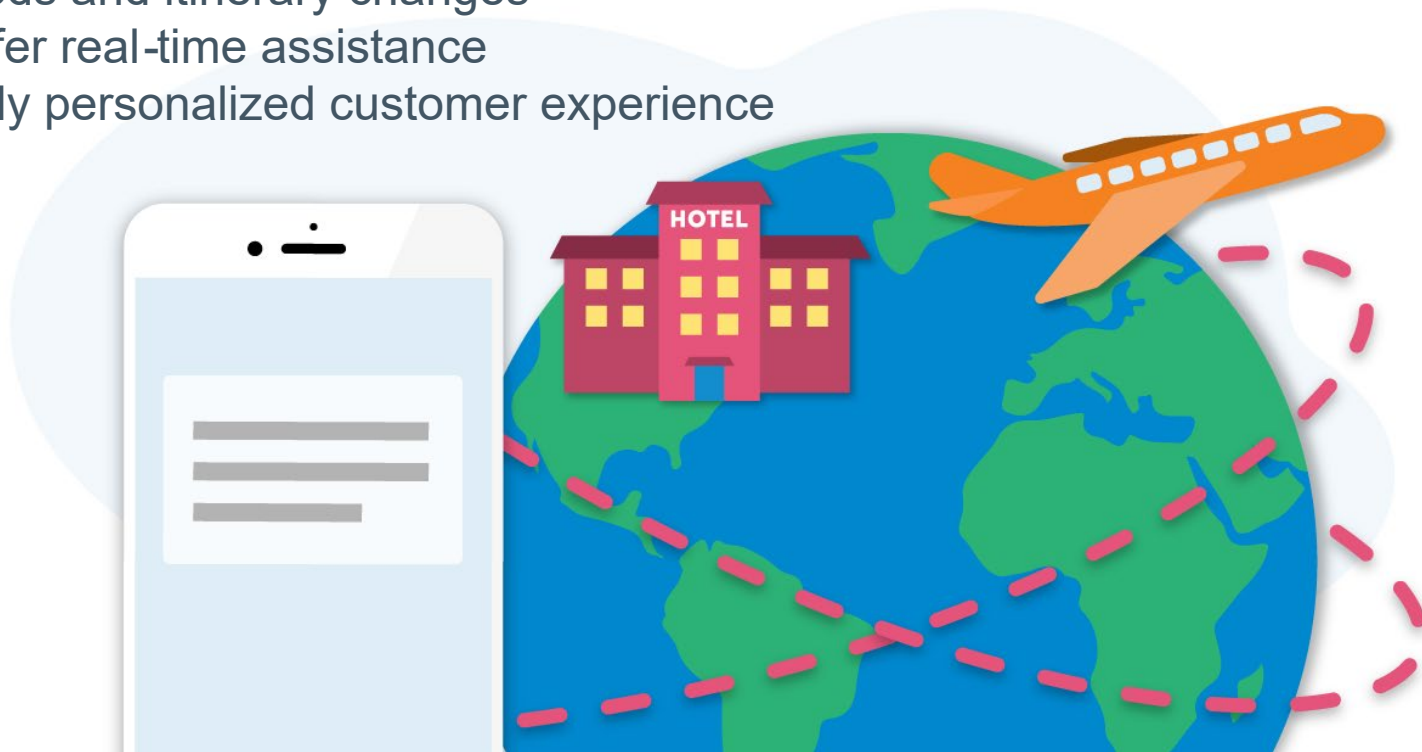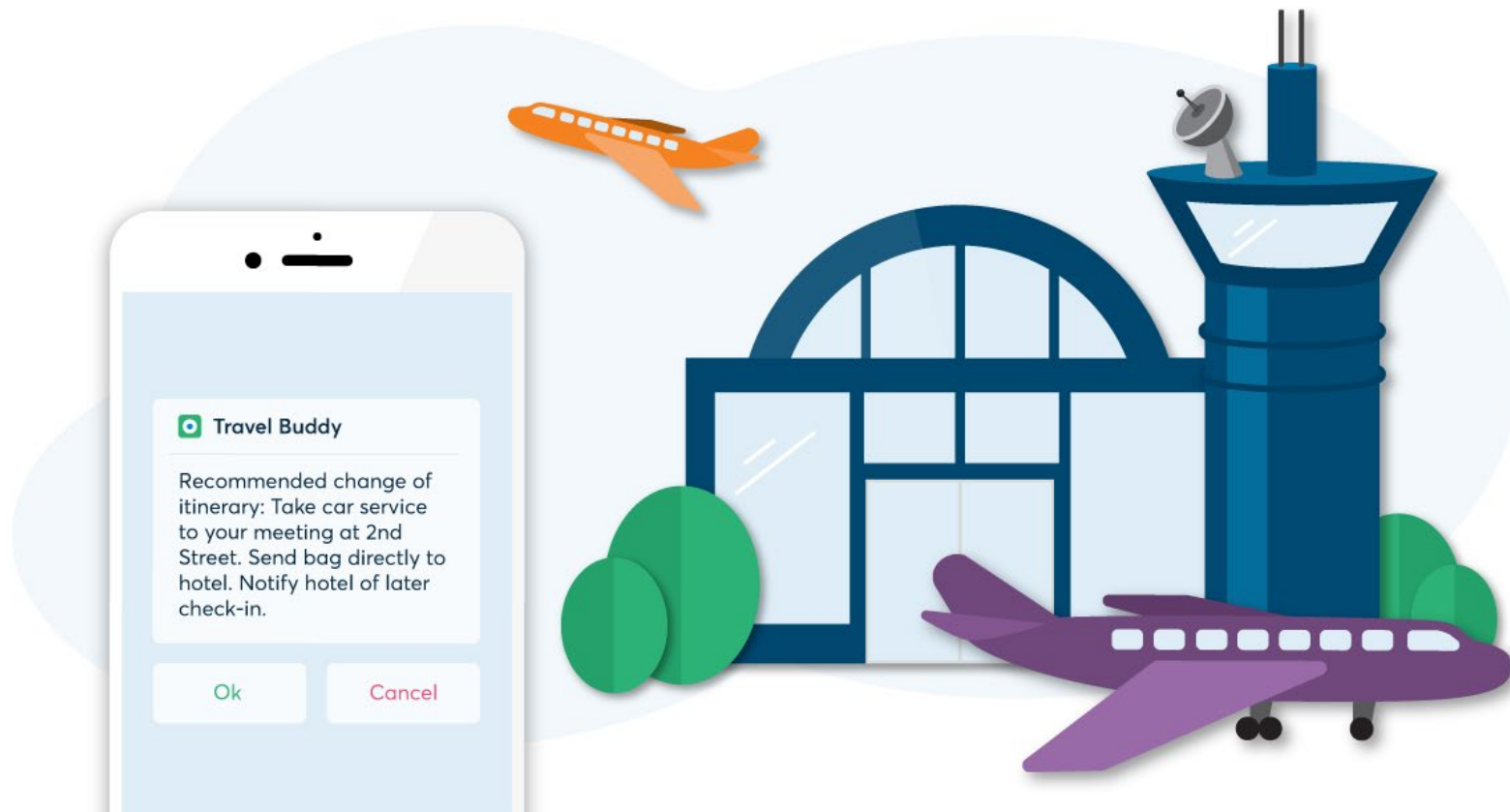
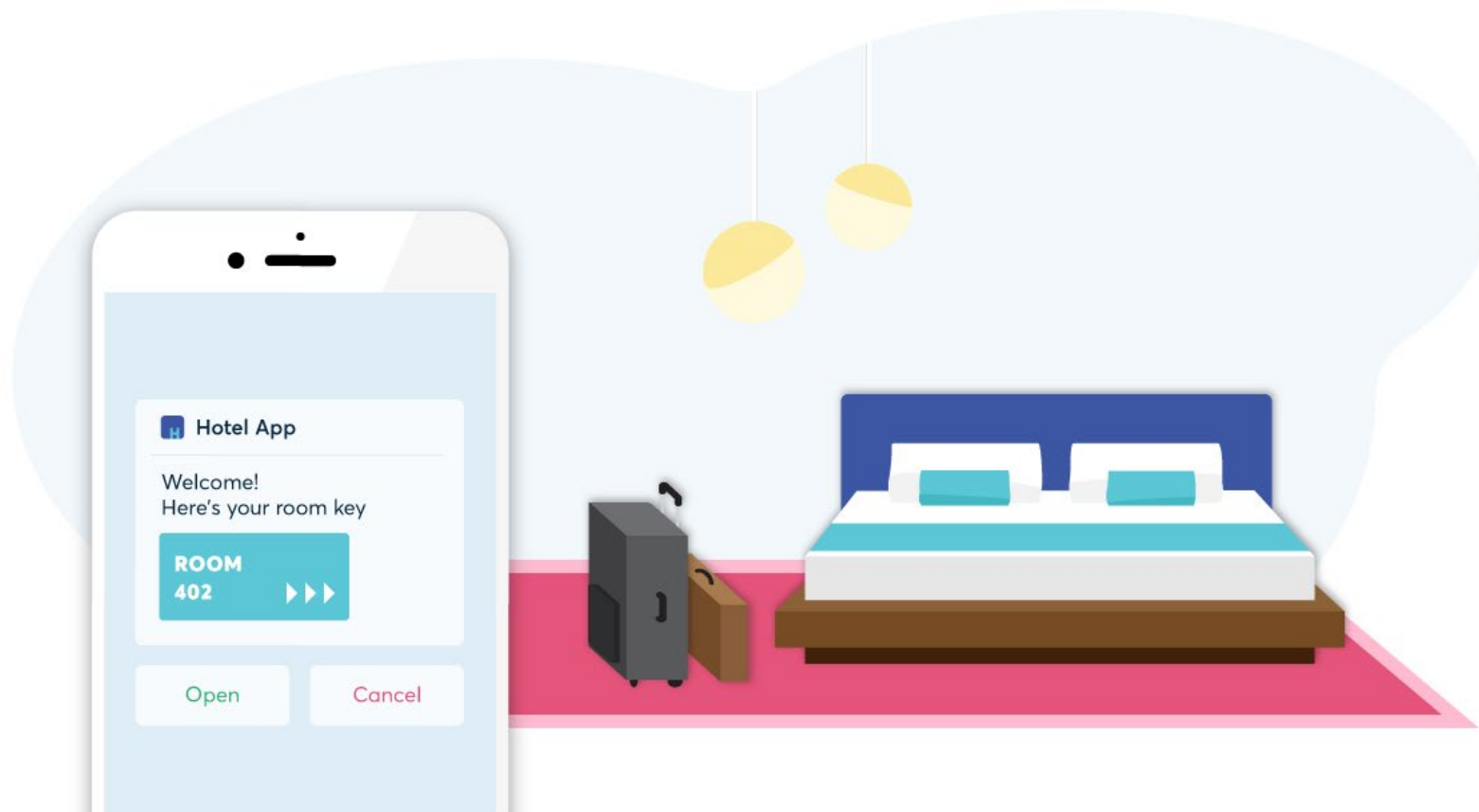# The Future of Business Travel Is Customer Experience Innovation

- Anticipate needs and itinerary changes
- Proactively offer real-time assistance
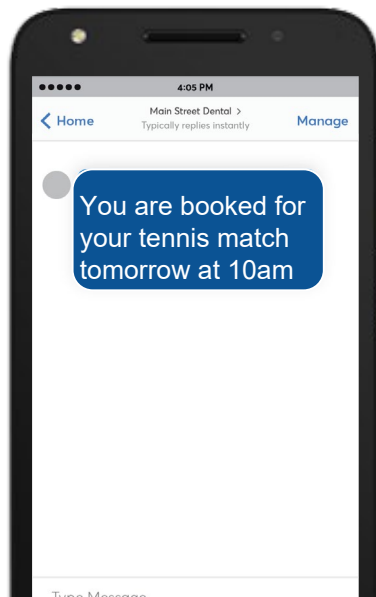- Deliver a highly personalized customer experience

Business Travel Experience: The Tech

- **Indoor Positioning Systems (IPS)**
- A **360-degree customer view** gives a thorough understanding of the guest and available everywhere it is needed, from the check-in desk through to the room's thermostat
- **Simple chatbots** provide a further customized experience that doesn't rely on staff being available to answer the phone each time a guest has a question
- Hilton and Marriott are already trialing **keyless room entry** using a mobile app. New tech offers an alternative to ordinary hotel key cards
- All tied together with **cloud communications**

Make every customer interaction count