

The new platform aimed
at hotels for acquiring,
connecting and retaining
more guests

hotelinking



What is Hotelinking?

Hotelinking is the new platform for hotels to acquire, engage and retain more guests. More specifically, Hotelinking is a set of products that will improve your hotel brand's online reputation, marketing, direct sales, and loyalty.



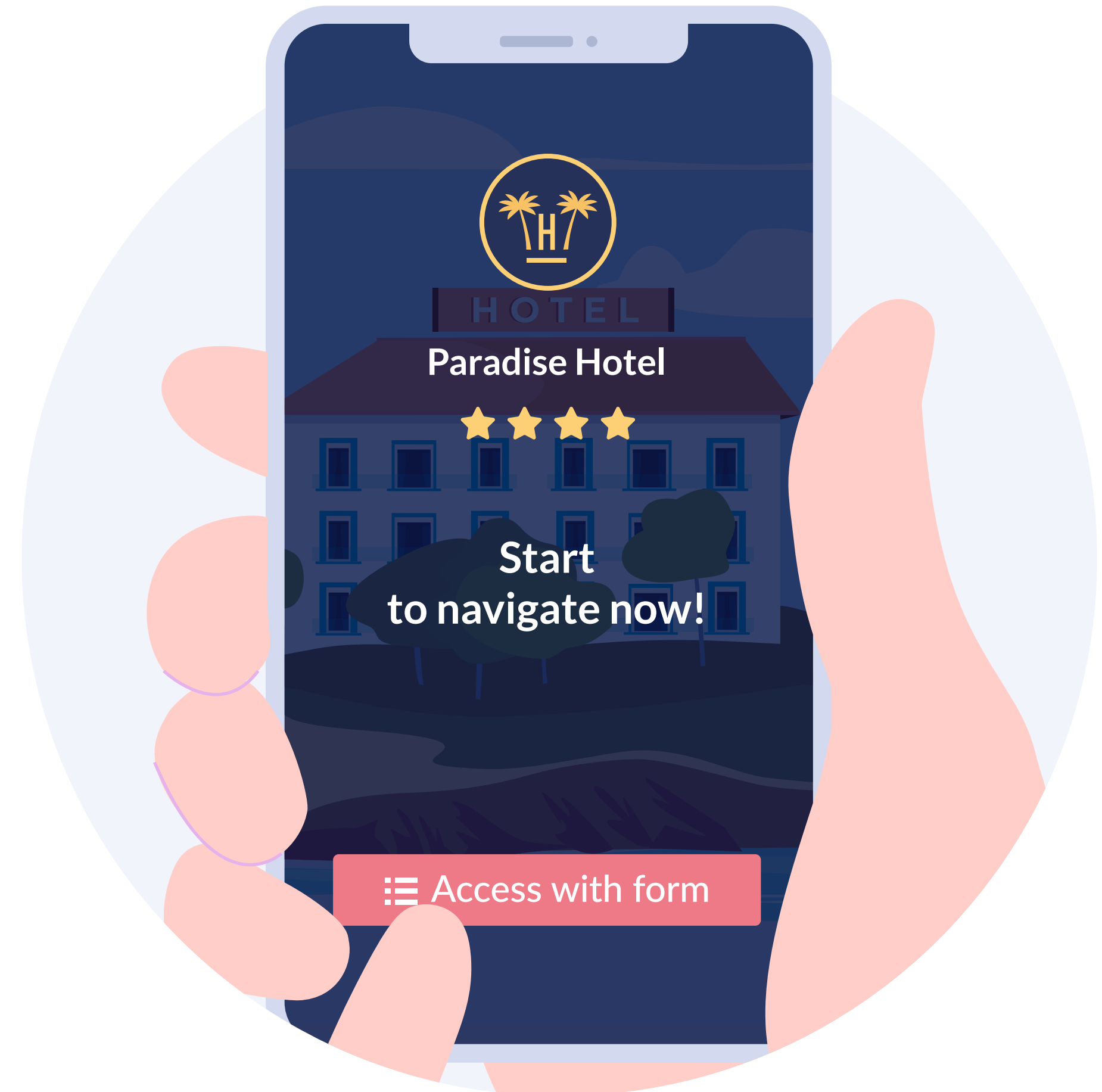
**Hotelinking primarily
helps you to...**



1. Upgrade your guests' WiFi login experience

The first captive portal specifically designed for hotel guests. Easy and fast to access, customizable with your brand and pictures, and gathering verified data.

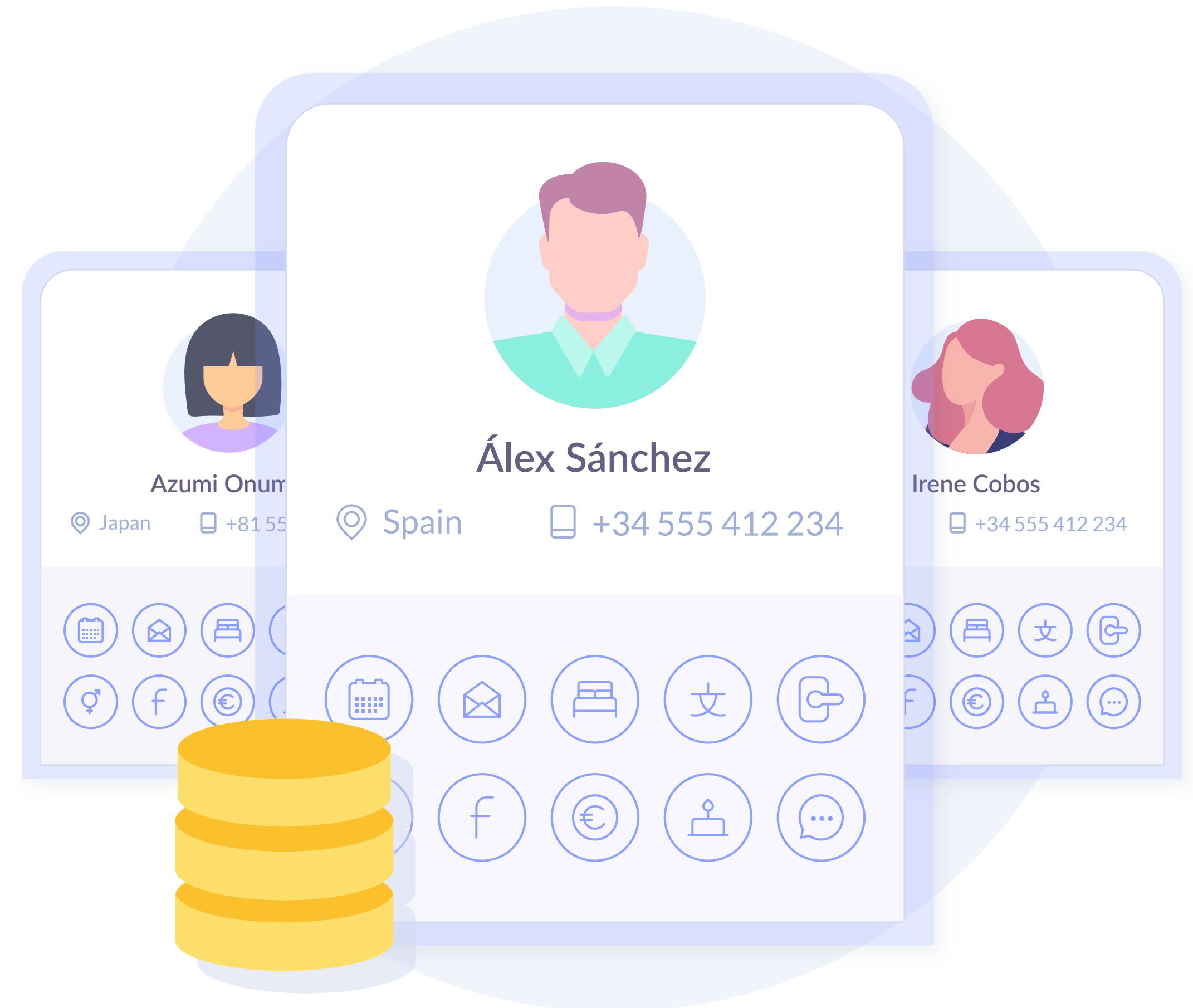
- Emails are all verified in real time.
- GDPR 100% compliant.
- Welcomes repeating guests.



2. Build the perfect guest profile adding PMS data

We have developed a unique data match process based on machine Learning that enables both data silos to consolidate creating the ultimate guest profile, which gives a priceless marketing advantage.

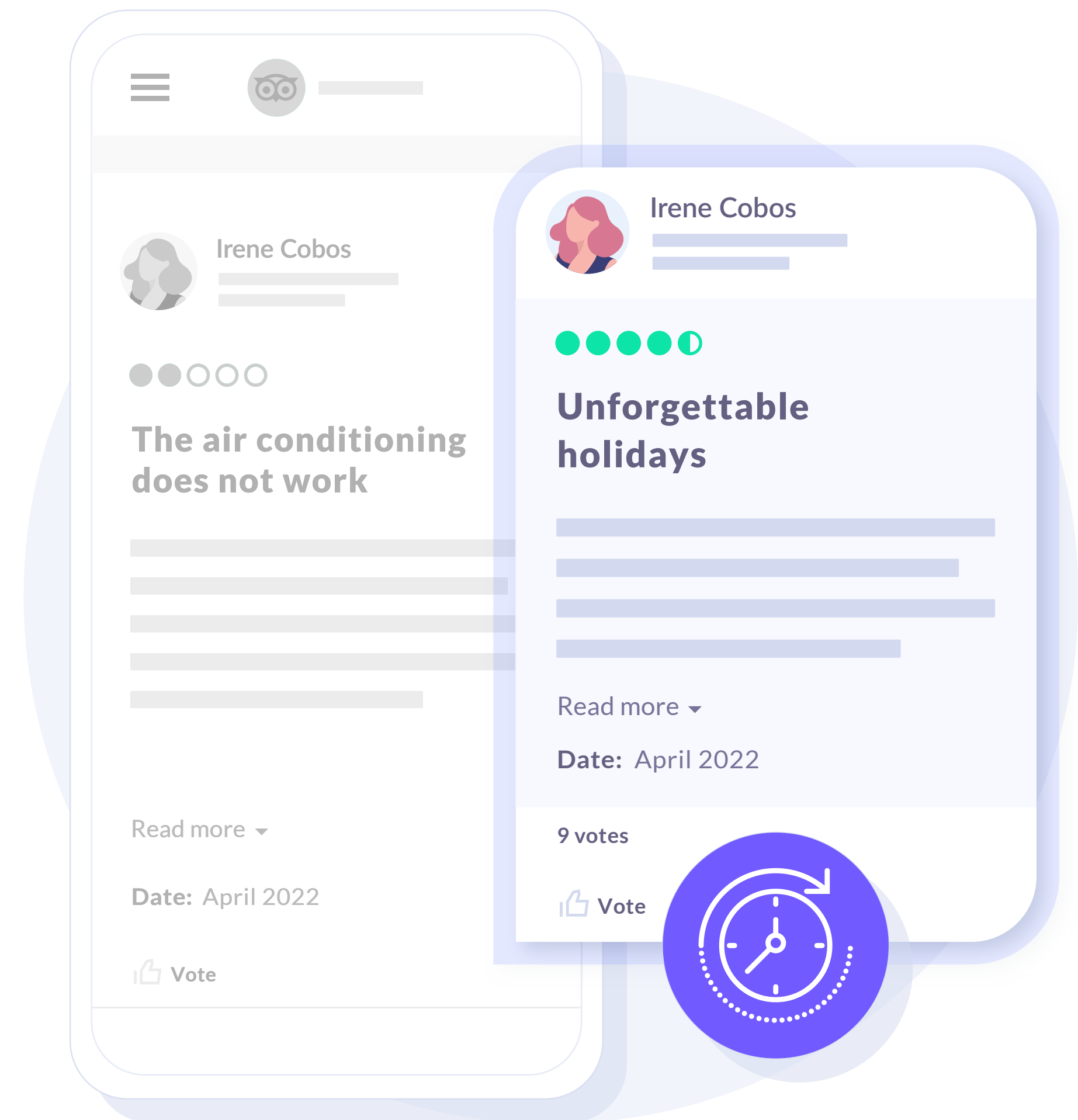
- Automated data match process.
- PMS integrations already developed.
- Automated import to Hotelinking CRM.



3. Turn unsatisfied guests into brand ambassadors

We automatically notify front desk when checked-in guests are not satisfied, helping your staff turn the situation before unhappy guests leave the property. A must-have to avoid unfair reviews on public sites, which can seriously harm the hotel's online reputation.

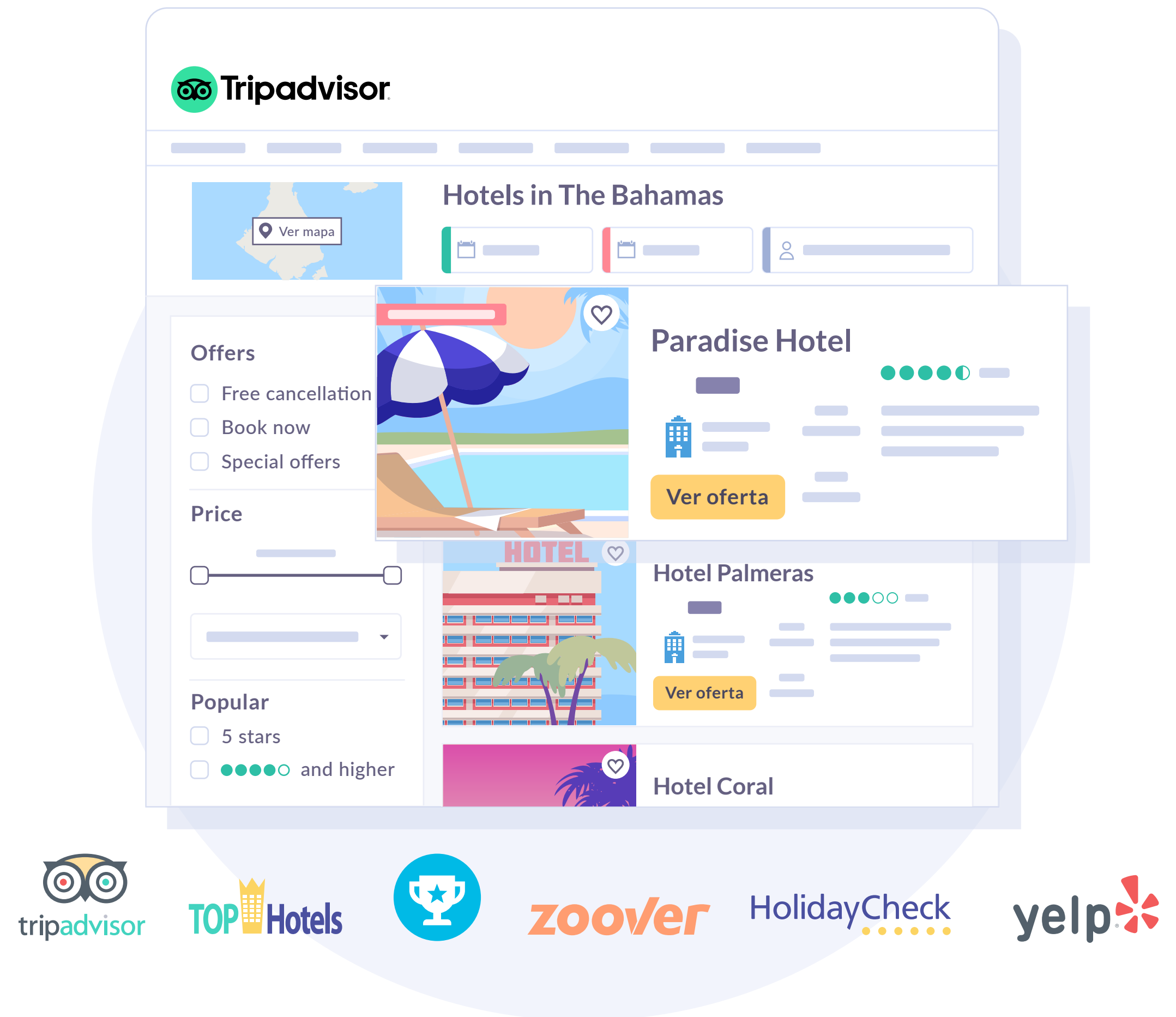
- Automated email alerts sent to Frontdesk staff.
- Set the satisfaction score to receive filtered alerts.
- Track who is actually solving guests issues.



4. Climb up in most popular online reputation rankings rapidly

Send automated post-checkout emails to every guest, asking for a Tripadvisor, Holidaycheck, Tophotel, or Zoover online review.

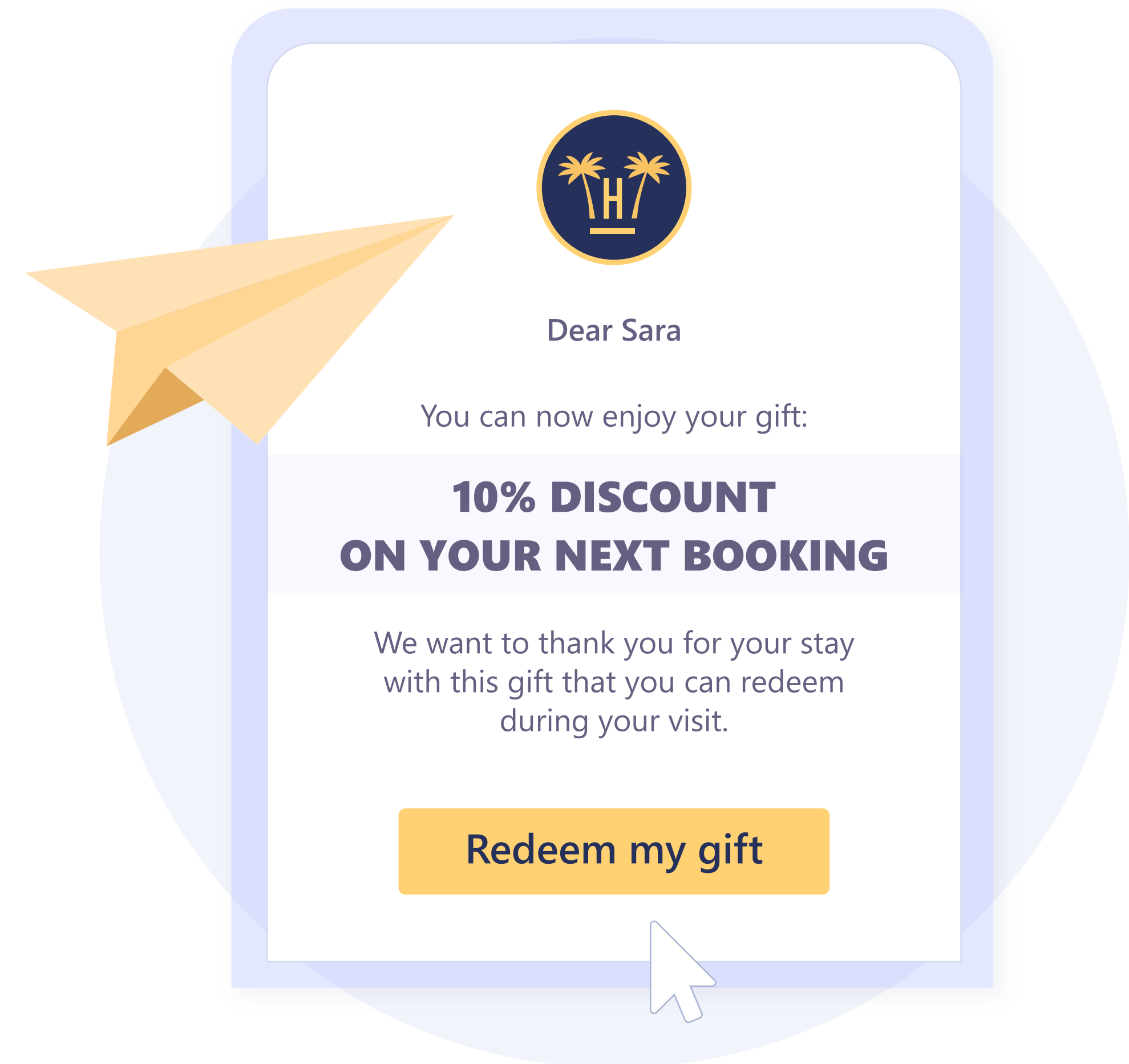
- Guests are redirected to the right online reputation channel based on their nationality.
- See improvement on rankings within weeks.
- Get hundreds of new reviews from real guests only.



5. Set smart email campaigns to boost direct bookings

Now that you have a high quality guest database thanks to Hotelinking, it's time to get your customers back. Send them directly to your website and track every new booking generated.

- Advanced segmentation specifically designed for hotel's loyalty campaigns.
- Behavioral email with smart advanced logic.
- Automate email campaigns to be sent any time in the future.



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CONTACTLESS TECH TO CONNECT WITH YOUR GUESTS

Carretera de Valldemossa, Km. 7,4 Parc Bit. Edifici Disset 3^a Planta Puerta D7, 07120

www.hotelinking.com | sales@hotelinking.com

