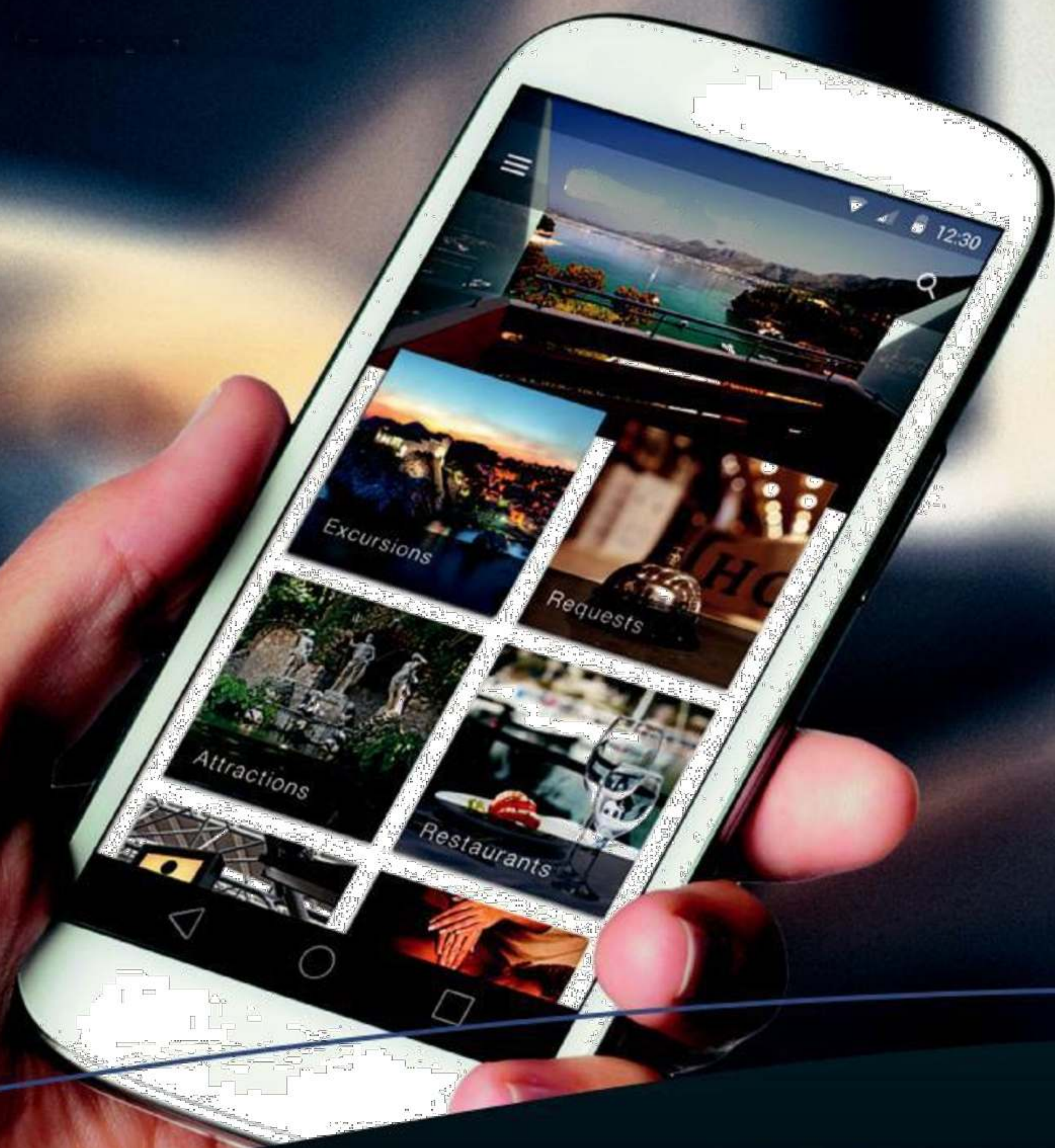


DIGITAL HOTEL HOSPITALITY



HOPEC
HOTEL PERSONAL CONCIERGE

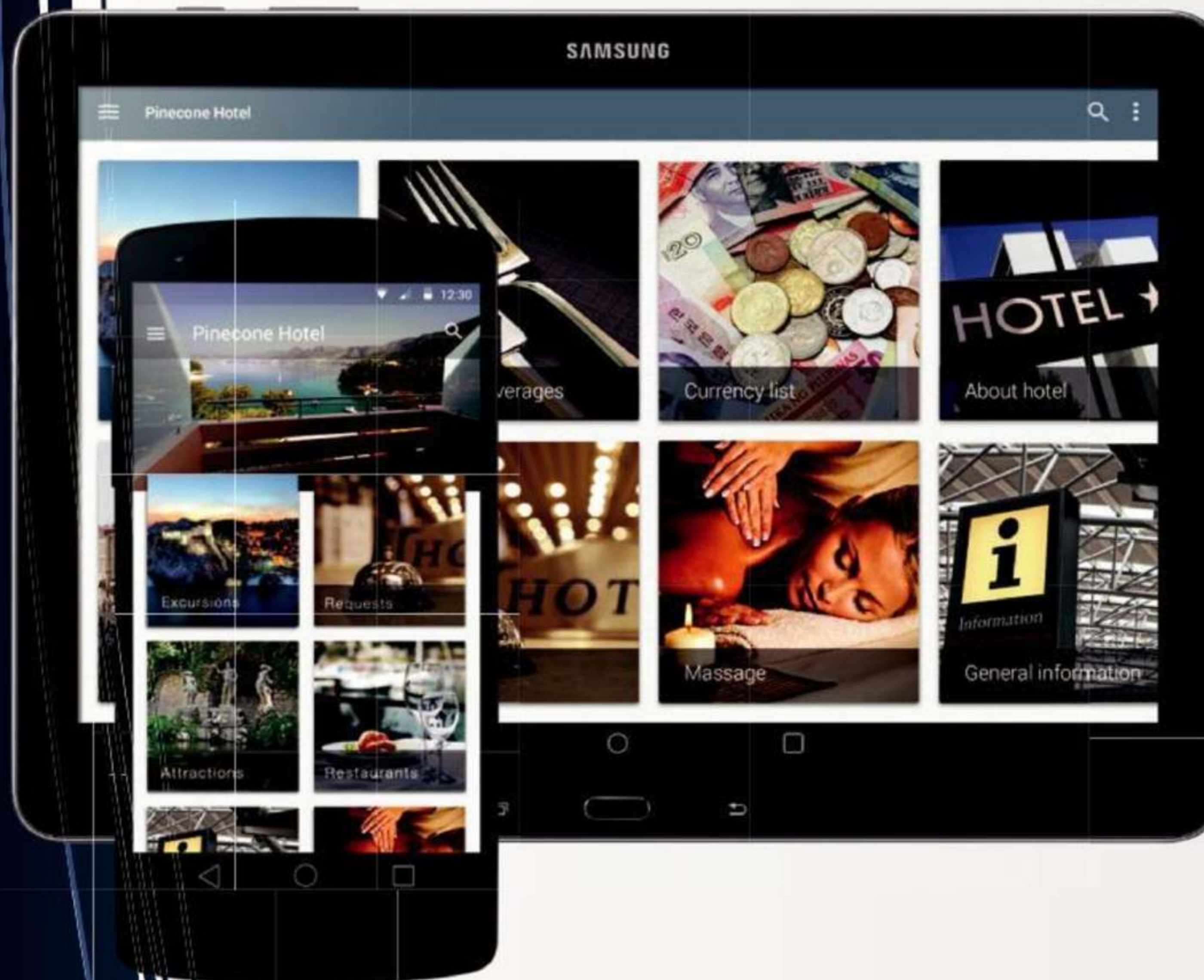
Best Hotel Personal Concierge

WHAT IS HOPEC HOSPITALITY?

HOPEC Hospitality is a system that allows hotels and other tourist accommodation units interactive presentation of all their services.

Using the role of **virtual receptionist** it enables the guests to order all your services directly through their mobile devices and access all information necessary for more pleasant stay.

Through questionnaires, comments, suggestions and **direct communication** with the guests **HOPEC Hospitality** allows **faster reaction** and **higher level of service**.



HOPEC Hospitality consists of elements that are interconnected in a sole unit:

- **Mobile application** for the hotel guests
- **Application for the hotel staff** that allows you to easily manage all requests of your guests
- **Content management system (CMS)** that gives you complete control over the design and content of your services

HOPEC BENEFITS

INCREASE GUEST SPENDING

Use **HOPEC Hospitality** to allow your guests to find the service they want at any given time.

Allow your guests **simpler ordering and reservation of additional services** through interactive presentation

Allow your guests to access your services **24 hours a day wherever they are**

Streamline your activities and promotions simply by sending new notices to all your guests

Take advantage of impulsive buying possibility through attractive and picturesque presentation of services

Discover missed opportunities to sell additional services and **adjust the offer** to your guests' wishes



HOPEC Hospitality BENEFITS

TELL YOUR GUESTS "YOU ARE IMPORTANT TO US"

With **HOPEC Hospitality** allow your guests to experience more solid stay at hotel.

INCREASE YOUR RATING

Through direct communication and direct insight in complaints and suggestions of the guests react while they are still in the hotel

Through questionnaires during and after the stay find out what is your guests' opinion on the quality of service and make their future stay better

Follow the trends by providing new and simple access to all your services and thereby surprise existing guests and attract the new ones



FIND OUT WHAT YOUR GUESTS WANT

By monitoring the use of mobile application discover the existing interest for each service and adjust your offer to the guests' wishes

Through the reporting system or your existing CRM, supplemented by new dimension of data, get to know your guests and make the right decisions faster and easier



RELIEVE THE STAFF AND LOWER THE EXPENSES

By using **HOPEC Hospitality** become more efficient in your daily tasks.



Avoid waiting and reception overloads by offering the guests simple alternative to ordering and access to information

Speed up processing of the requests and increase your efficiency by smart routing of the guests' requests directly to appropriate staff

Reduce the need for printed advertising materials through digital advertising and simple input and processing of the content

Offload your staff members working on content management and guest request processing by allowing your partners to handle their segment of services directly through My Hotel Hospitality, while keeping complete control over the process

HOPEC Hospitality POSSIBILITIES FOR THE GUEST

HOPEC Hospitality

ROOM SERVICE

Ordering food and beverages from the hotel restaurants

Wake up services, mini-bar refilling, room cleaning, etc.

HOTEL SERVICE

Overview of all services such as massages, saunas, pools, various sports with possibility of ordering and/or reservation

Reservation of contents such as trips, tours, transports, rental service from the hotel offer or partner agencies

QUESTIONNAIRES AND INQUIRIES

Making suggestions, complaints and asking questions

Filling out questionnaires during the stay and after the departure of the guest

GENERAL INFORMATION

Overview of the hotel information such as the opening hours of the restaurants, phone-book, breakfast-, lunch- or dinner-time, check-in and check-out

Overview of the information on the place of stay and nearby attractions that can be visited

HOPEC Hospitality + INNOVATIONS

With **HOPEC Hospitality** you can go step further and give your guests an unforgettable experience of stay in the hotel. With help of **HOPEC** and our partners you will be able to introduce innovative solutions that will allow your guests to:

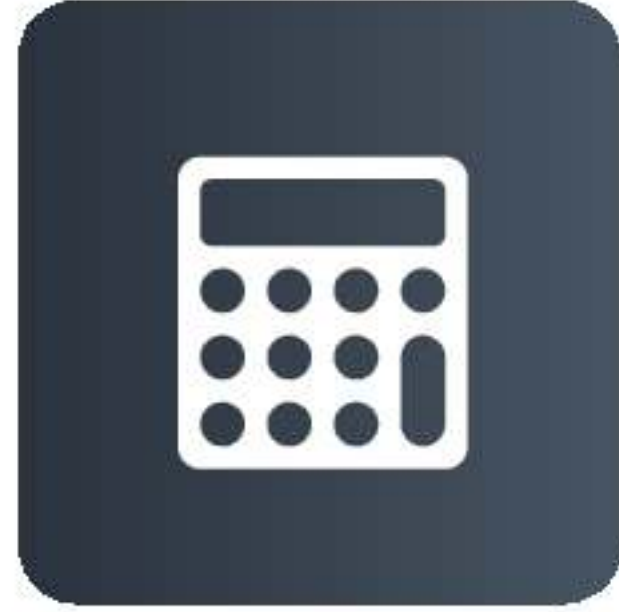
- manage their way inside your hotel using the **indoor navigation** system,
- make self check-in and check-out using a **smart check-in** system,
- handle **smart mini-bar, doors, lights** and other devices in the room with their mobile phones.

HOPEC Hospitality MAIN FEATURES



MULTILINGUALISM

By reviewing the whole content in guests' native language, the system eliminates language barriers and enhances the efficiency of your service



PRICES AND CURRENCIES

With the option of currency selection, all prices are displayed in the currency the guests are familiar with which enables them faster and safer purchase



PROMOTIONS AND ACTIONS

Send the notifications fast and easy to all your guests and increase the success of your promotion with significantly lower operating costs



STAY IN TOUCH

Through direct communication with the guests and through survey analysis during and after their stay, discover what your guests want and make their stay better



SIMPLICITY

Intuitive and simple interface, as well as smart forms for content input will allow you and your guests to use the system from day one



DESIGNED FOR YOUR NEEDS

The application design adjusts to your visual identity with the help of smart templates, either through simple selection of colours or with complete redesign of the interface



INTEGRATION & TECHNOLOGY

Automate the processes and additionally lower operating costs by connecting to your information system and ensure that your guests have a memorable stay by introducing new technologies



FLEXIBILITY

The system adjusts to your needs through the possibility of integration of multiple locations within the application and through selection of included components and functionalities

9 reasons why you DON'T need HOPEC

- 1 You don't have a **hotel**
You don't want **direct revenue**
- 3 You cannot **differentiate yourself** from your competitors
You prefer buying **from-the-shelf** products
- 5 You are using the same templates with your **competitors**
You don't want **guest loyalty**
- 7 You don't want to **listen ontime** your guests' feedback
You are not interested on the 1 billion **smartphone owners**
- 9 **OTAs** have already there app, so why to develop one

9 reasons why you **NEED** **HOPEC**

- 1 **to add value** to your product and service offering
to **sell directly** your rooms, at best rates with maximum margin
- 3 to be next to your guest **24x7**, one click away...
to motivate your guests to become **repeaters**
- 5 to follow your **branding standards** and build tailor made apps
to promote the **differentiator** factors
- 7 to **react fast** in any guest comment
to create a future-proof **mind watering app**
- 9 to be a **leader** and not a follower