

DIGITAL HOTEL HOSPITALITY

HOPEC

HOTEL PERSONAL CONCIERGE

Best Hotel Personal Concierge



HOPEC - HOTEL PERSONAL Concierge

HOPEC is a **CMS platform** for hotels and other tourist accommodation units (camps, apartment complexes, etc.), and its purpose is a **digital interactive presentation** of its own and partner offer to both current and former hotel guests and VIP members; **fast, free and effective communication between guests and hotel staff** as well as optimization of the process of interaction between the service provider and the customer using **smart devices** (cell phones, tablets, new generation LCDs in rooms).

The idea of the platform is to *provide the guest with detailed information about all the services, content, events, and other things about the hotel in a simple, quick, visual and non-assailant way when it fits the guest most, and makes it easy to provide him/her with a quick and easy way to get a detailed overview of all hotel services and hotel information as well as **ordering them**.*

How HOPEC helps:

Increase in off-accommodation consumption

- It allows guests to **directly order or book hotel services** via cell phones or tablets, whether the guest is at or outside the hotel.
- **In real time** provides guests with all the information about **additional services, events and special offers and discounts** on certain hotel services 24 hours a day, **inside and outside the hotel**.
- **Informs the guests** and presents them with **all current actions and promotions**; through the interactive map of the city, guests are given a glimpse of all sights, museums, shopping centers, restaurants, interesting events and the like to be visited, which are booked by the hotel upon his/her request.
- An attractive way of listing **a large number of services** that the customer does not know leads to the use of these services and an increase of the **guest's consumption**.

Broadening the scope and improving the quality of hotel services

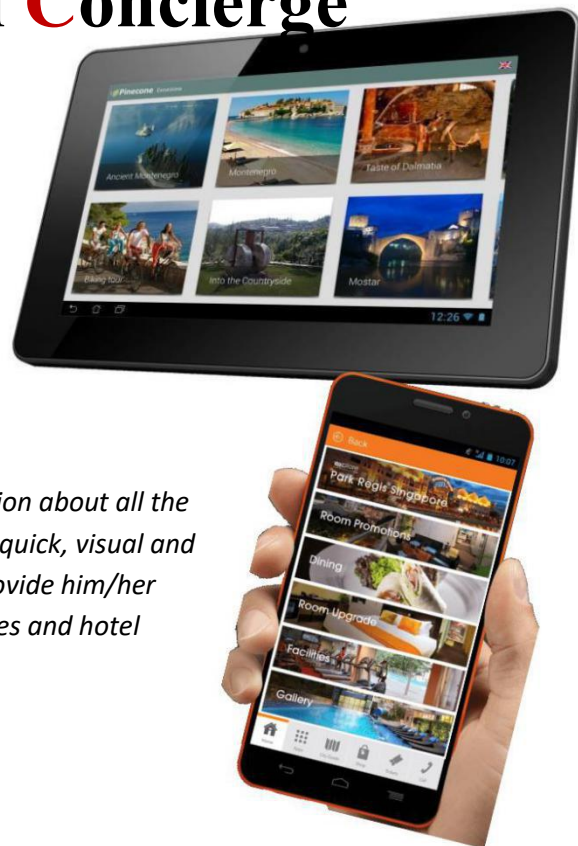
- It is a tool for **analyzing the opinions** of guests through **the survey systems** during the stay and after the guests' stay.
- Provides instant insight and quick response to **guests' comments** via **direct communication** between guests and hotel staff.
- The guest completes a **large number of services and requests**, many of whom he/she did not even know that they exist, in a very light and attractive way, without losing time and annoyance by calling the reception by phone.
- All this leads to an **INCREASED SATISFACTION OF GUESTS**.

Additional sources of income

- It enables easy and effective **advertising and promotion** of all hotel and partner services on your guests' devices.

Reduction of operating costs

- Using a mobile application **reduces the need** for paper brochures and other promotional materials.
- **Saves time and resources** needed for the preparation and processing of promotional materials through the Content Management System (CMS).
- **Reduces the need** for additional staff by reducing peak loads by direct communication between the guest and the service provider or information.



System description

HOPEC is a system that consists of several components that are interconnected into a single unit. It is based on current WEB and mobile technologies and is applicable to a wide range of mobile and computer devices.

The system consists of the following components:

- **mobile applications designed for hotel guests,**
- **applications for hotel staff,**
- **Content Management System (CMS),**
- **reporting system.**



Mobile application

A mobile app is installed by a guest on the Smartphone or tablet or it can already be pre-installed on existing hotel tablets and TVs in rooms.

The application offers guests a number of interactive features such as:

- **Room services**
 - Calling a service or refilling the mini bar.
 - Overview of the menu, and the order of food and drinks from the hotel restaurant.
 - Ordering a wake-up, taxi, rent-a-car, transfer, trips, ironing or washing of clothes, the cleaning of rooms, reporting failures and many other services
- **Hotel services**
 - Overview of the list of prices for **all hotel services**, such as massages, saunas, swimming pools, various sports with the possibility of **interactive ordering and / or booking**.
 - Reservations of **a congress hall for seminars and presentations**, restaurants, places in a diner restaurant, business meetings, **weddings** ... all with the possibility of choosing the desired facility, both by the guests of the hotel and the hotel.
 - **Viewing, booking and ordering** various content such as trips, car rentals, scooter rentals and the like, either from a hotel offer or partner agency and making various requests to the hotel such as booking air tickets, tickets for certain performances, sporting events, cultural events and the like.
- **Surveys and inquiries**
 - Filling out the survey during the stay and after checking-out.
 - Making suggestions and remarks, and inquiring the reception desk.
- **General informations**
 - Overview of hotel information such as restaurant's working hours, phone book access, exchange rates, **direct booking of rooms** (either via the hotel form, either via Booking.com or any other service), overview of the rooms and any services offered by the hotel and much more.
 - Breakfast, lunch or dinner service time, **overview of the complete menu** in several ways, lunch menu and dinner menu check for the following few days, check-in and check-out, mini bar prices, etc.
 - Review of information about the place/location or other nearby places/locations and the sights that can be seen, an interactive map with sights and museums, shopping centers of the restaurants, disco clubs, sports events, and the like. It is possible to get to each location with the help of the GPS system built into the app.
 - **A fun wall** that allows the hotel **to set up information related to events** in a hotel, and allows the guest to comment or set up content related to the hotel and hotel services, enables fast connection to social networks, uploads photos and the like, all accompanied by geolocation monitoring.

- Specialized modules in the application for **viewing and reading a daily or weekly press** from the country the guest came from (it is possible to make links to about **1,500 magazines** from around 50 countries), listening to radio stations from the country from which the guest came, listening to music videos
- Module **Event calendar** organized by the hotel (promotions, seminars, special offers ... which attracts more guests) or by the partner agencies, events in the city (Mess, Sarajevo Film Festival, Sarajevo Winter and many other events both sports and cultural).
- **Push Notification**– the hotel sends information to all interested parties about everything that can be of interest to them, which increases the number of guests and turnover. In addition with the information, videos, text documents, photographs, etc. are added.

All of the above basic features are fully customizable and can be removed and then restored if necessary

Application for hotel staff

The hotel staff application is used for direct communication with the guest, and for processing their inquiries, orders or reservations.

The basic features of the application for hotel staff are:

- WEB solution available through the Internet browser
- Multi-user environment (parallel processing of multiple requests)
- Support for mobiles
- Email notification for new requests.

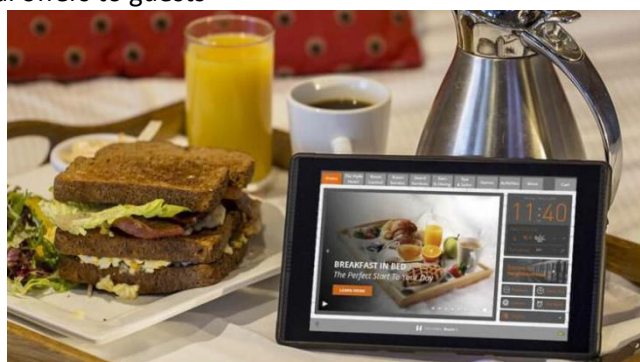


Content management system (CMS)

Content management system **in a simple way** allows the hotel to enter and modify content and services into the mobile application, even during the season through a simple process of input, validation and publishing. In addition to constant content, prices can be changed dynamically, polls can be set, campaign offers defined and various other content. ***Each entered change is immediately applied to users.***

The basic characteristics of the CMS are:

- WEB solution available through the Internet browser
- Multi-user environment
- Adding and editing content
- Sending notifications, surveys and special offers to guests



HOPEC

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Currently Included Modules



HOPEC - INCLUDED MODULES

1)ABOUT

- **HOTEL*** - basic information about hotel: location, contacts, how to get there etc...by text, images, slide show, videos, GPS navigations, emails, phone numbers, www site, social networks
- **ACCOMMODATION** - all important information about accommodation: rooms, suites, penthouses; descriptions of all types of rooms, suites, penthouses with text, pictures, slide shows, videos
- **RESTAURANTS*** - all important information about restaurants: number of restaurants, description of each particular: number of chairs, tables, surroundings ... In description included pictures, video, slide show ... Reservation of the place in a certain restaurant at the guest's choice (drop down menu) through special multimedia forms.
- **WELLNESS & SPA*** - description lika as restaurants

2)RECEPTION

- **CHECK IN** - basic information for Check In. The button for direct call reception and contact form are included.
- **CHECK OUT** - the same function as for the Check Inn.
- **BUSINESS CARDS** - business card information.
- **CURRENCY** - information how to pay for services, information about the domestic currency, the Exchange Rate List.
- **LOST/FOUND** - information about Lost / Found. The button for direct call reception and contact form are included.
- **EMERGENCY** - information about Emergency Services. The buttons for direct call emergency service are included.
- **TOURIST PROSPECTS** - tourist prospects, where to get them, how to get them ...The button for direct call reception and contact form are included.
- **PETS** - basic information about Pets. The button for direct call reception and contact form are included.
- **AWAKENING** - form for order awakening.

Note: All additional functions to contact the reception desk we will add by request of the user.

3)SERVICES

- **IN - ROOM FOOD** - multimedia ordering food in the room. The dishes are divided into categories. Each dish can be described by image, text, preparation time, ingredients, nutrition information, allergens, portion size ... There is a comment option.

Ordering food in the room presented in this way increases guest spending by 30% to 40% and increases his satisfaction.

- **MINI BAR** - a multimedia application that a guest uses when he wants to order new drinks for the Mini Bar. **Increases guest spending and his satisfaction.**
- **WASHING AND IRONING** - a multimedia application that a guest uses when he wants to order Washing and/or Ironing. **Increases guest spending and his satisfaction.**
- **I NEED...** - a multimedia application. The guest orders everything he additionally needs: cleaning the room, towels, new bedding, toilet paper etc. **Increases guest satisfaction and spending** (fast and easily accessible service).

- **INTERVENTION IN THE ROOM** - a guest reports a breakdown via a multimedia form (a guest can record a breakdown if it is visible and send an image via the form). **Increases guest satisfaction** (fast and easily accessible service).

- **RESTAURANT RESERVATION** - a multimedia way to book a table in a restaurant. The guest chooses the restaurant from the drop-down menu (he sees the picture and description of the restaurant when clicks), make a selection of all the elements he wants and sends the form. **Increases guest spending and his satisfaction.**

Note: Additional Services we will add by request of the user.

4) FACILITIES

- **MASSAGES** - a detailed multimedia description of all the massages offered by the hotel. Every massage is presented with a slide show, a detailed description, pictures and video (if there is a video), duration, the price and a detailed form to reserve the massage term. Each user receives a reservation confirmation on his device.

Increases guest spending and his satisfaction.

- **FACE CARE** - all the beauty salon services in the hotel (Antioxidant treatment, Facial deep cleansing, Ultrasonic deep cleansing, Hydro-lifting face treatment, Treatment of problematic or acne skin, Microdermabrasion etc ...) are presented in detailed multimedia mode as well as Massages. **Increases guest spending and his satisfaction.**

- **SPA*, SAUNA*, POOLS*, FITNESS*** - as well as all other FACILITIES and hotel services (such as Solarium, Quad ride, Rent a bike and ski, manicure, pedicure, depilation, makeup etc ...) can be presented in this same way as Massages and Face Care. **Increases guest spending and his satisfaction.**

5) FEEDBACK

Utilize guest feedback during each stage of the guest hotel staying in order to increase bookings, create positive guest experiences, and improve hotel reputation and services quality. This is very important for every hotel.

We offer you a some number of templates (pls see on our platform):

- **SERVICE GUEST SATISFACTION** -

- **SATISFACTION RATING** -

- **RATINGS FOR STAFF** -

- **WHAT DO YOU THINK ABOUT US?** -

- **GUEST GENERAL COMMENTS** - very big form for all hotels area

Thanks to **our own forms and surveys generator** (integrated in the platform), you have the ability to set any type of form: Feedback, Voting, Polls, Guest Suggestions, Surveys ... The form number is unlimited.

You can customize or make these forms yourself or we can do it for you.

All survey results are automatically generated in tabular and / or chart form.

Increases guest satisfaction and improves the quality of hotel services.

6) TRANSPORTATIONS

If guests need any kind of transportation: **taxi, rent – a – car or luxury car with a professional driver** who will take you to the desired distant destinations and return if needed, here are the functions to fulfill their desires.

- **TAXI** - a multimedia form for reserving a taxi. There are a number of options, the customer chooses what he wants and gets the optimal solution.

- **RENT - A- CAR** - same functions as for Taxi

- **LUXURY PRIVATE TRANSPORT** - This is for the case if a guest wants a matching transportation from / to an airport or somewhere else with a personal driver in a luxury car.

This module of our platform **increases guest satisfaction, improves the quality of hotel services and increases hotel earnings.**

If the hotel owns these services, it charges directly. If the hotel does not have these services, it earns a percentage of its partners.

Reservation requests are forwarded directly to the hotel or its partners.

7)EXCURSIONS

If the hotel organizes Excursions, this module will help the hotel **increases its earnings.** If the hotel does not have own Excursions, on this module can place a partner agencies offers and **earns percentage.**

All excursion offers are featured with rich multimedia (video, photos, slid show) and detailed description: Price, Duration, Overview, Inclusions, Exclusions, Booking...

In this Demo vi can see examples for:

- **Treasures of Bahrain** -
- **Bahrain Desert Tour** -
- **Ultimate Bahrain** -
- **Bahrain Historical Tour** -
- **Manama Skyline Sea Tour** -
- **Bahrain sightseeing tour**

8)HOTEL SHOP (Online orders)

Guests can order online all kinds of products from the hotel shops using this module.

If a hotel does not have its own shops, can sell products of its partners and so earn percentages.

This module of our platform **increases guest satisfaction, improves the quality of hotel services and increases hotel earnings.**

9)OFFER OF THE DAY

The hotel uses this module to **offer special offers to guests**, with the appropriate discount. In this way, the hotel encourages **guests to increase their spending.** **Guests are pleased** to receive a discount, the **hotel increases sales** by selling more services.

10)CITY GUIDE

This is a very **attractive and useful module for every guest.** All the interesting and necessary elements of the city in which the hotel is located are shown in detail and attractively. All multimedia and GPS navigation elements are used in this module.

The guest learns about interesting sights in the city, wants to look at them and so **extend their stay in the hotel.**

Very easy (using built-in GPS navigation) is moving around the city and it increases its pleasure.

See some examples in our platform:

- **TOP 10 PLACES TO VISIT** - the ten most interesting attractions in the city are presented in an attractive multimedia way. You can look at each interesting feature in two ways: by pushing an interactive button or by using links from an embedded multimedia map. In both cases, guest log in to the desired page, where the

sights are presented with slide show, images, video and text. The built-in GPS system shows to the guest how to find the desired location.

- **BEST LOCAL FLAVOURS TO TRY** - interactive multimedia presentations of the best local flavors. Every dish is presented with description, slide show, pictures, video. For each dish are presented restaurants where it is best to eat this dish. All restaurants there are on the Google map integrated in the platform, the guest very easily can find a restaurant.

The **guest is very pleased** with all the local food information in one place, the restaurants pay this service to the hotel so the **hotel earns extra money**.

- **TOP 10 THINGS TO DO*** - multimedia interactive presentation of things that are specific to the city where the guest resides. Most guests want to try these things and they stay more days in the hotel. Thus, the **hotel earns additional earnings from the extended stay of the guest plus the percentage of earnings of the partner**.

- **SIGHTSEEINGS*** -

- **CULTURE*** -

- **SHOPPING CENTERS*** -

- **LATEST EVENTS THIS WEEK*** -

- **RESTAURANTS***

The way these five modules above are presented is the same as for the previously described modules from CITY GUIDE. The guest can **easily find information** about things that interest him, **extend his stay in the hotel, increase his spending**. The hotel gets a **very satisfied guest, earns from the extended stay of a guest, earns the percentage that is charged by the partners represented in these modules, earns from the sale of tickets for events in the city etc...**

- **etc (banks, hospitals, airports...)*** - please note once again that all these objects, as well as all listed above, are presented on an integrated Google map, which is easy to find by guests.

CITY GUIDE CONCLUSION - all the modules **help the guest during his stay in the city, increase his pleasure, find additional information and interesting things ... All this increases his pleasure in staying at the hotel, extending his stay at the hotel, all of which increase hotel earnings as well as earning a percentage of business partners whose guest services are used**.

11)WORLD NEWSPAPER

In this module there are currently about 220 news portals from 12 countries. They have been organized by states, access is interactive.

We have a **database of about 15,000 news portals from 270 countries** around the world.

All your guests have the opportunity to **read news from their countries** in a very easy way, which **increases their satisfaction**. The hotel **does not have the need to provide printed journals** and have additional efforts to purchase and sell. If the hotel wants to charge this service, **it adds extra earnings to the hotel**.

12)LIVE RADIO STATIONS

Many guests would like to hear news and listen to music from their country while staying at the hotel. This module allows them to fulfill that desire - the customer chooses the country, then selects the radio station.

This **increases guest satisfaction**. If the hotel wants to charge this service, **it adds extra earnings to the hotel**.

Note 1: When a guest chooses a radio station, he can leave this module and watch other functions and applications. He will listen the selected radio station all the time in the background.

Note 2: In this demo version, there are currently 14 listed countries, 3 radio stations per each country. We add additional states and radio stations that the hotel wants.

13)OUR MOVIES

This module allows the guest to watch the movies on the device. The guest chooses a movie by selecting genres, actors who wants to watch etc .. The hotel decides whether *to charge this service or not*.

This feature *increases guest satisfaction*, the *hotel earns additional income* if it chooses to charge this service.

14)HOTEL & CITY LIVE STREAMS

Guests want to see the current atmosphere at the hotel beach, pool, beach bar, restaurant, etc. before going at these locations.

Hotel puts WEB cameras on all the interesting sites in the hotel complex for this service (WEB camera installation is offered as an additional project if the hotel does not have its own system).

Guests *do not worry about their privacy*: cameras are set up so people can not be recognized.

When guests want to visit the city and tourist attractions, they can see the current situation in many parts of the city before leaving, thanks to LIVE STREAMS with the webcam installed in the city.

Guests can look at everything they are interested in and make a decision.

Some YouTube LIVE materials have been used for the demo version (HOTEL BEACHES LIVE, HOTEL BEACH BAR LIVE, DUBAI LIVE) in this demo.

15)RATE US AT TRIP ADVISOR

This is a very important function for hotels.

Using the **Hotel Hospitality platform increases the average rating at Booking.com by 0.7 points.**

The guest has the ability to rate the hotel on Trip Advisor directly from the platform. The guest is very pleased with the use of the platform and this increases his satisfaction and his rating to the hotel.

Thanks to this opportunity to rate the hotel directly from the platform, the guest gives a rating very easy (no need for a guest to search the Trip Advisor on the Internet), and all this increases the number of reviews.

The guest can also see the hotel at www.booking.com and Trip Advisor in this module and find additional information about the hotel.

16)EASY GAMES

In this module is added some simple games for guests leisure. Currently there are 5 games: PUZZLE (3 variants), MEMORY GAME and WORDS SEARCH.

All these **games are branded** with pictures and texts of the hotel.

17)WEATHER - Local weather forecast for 7 days

18)VIP MEMBERS ONLY

This module is designed for hotel VIP members.

The hotel publishes materials that are exclusively for VIP MEMBERS, VIP members contact the hotel

through this module, book dinners, rooms, conference rooms, massages, etc.

VIP member accesss this module using "username" and password.

19)REGISTRATION

This model is hidden, and is used by authorized hotel staff for VIP MEMBERS registration.

20)LATEST HOTELS NEWS

This module is always at the bottom of the portal. It's a ticker that shows the **linkable** titles of the last 5 (or more/less) news items from the hotel.

21)PUSH NOTIFICATIONS

In Hotel Hospitality platform are **integrated Push Notifications**.

Push notifications is one of the **best marketing tools** to **create added value and increase hotel revenue** . It is broadly a text message (image can bi added) that pops up on the user phone screen, containing hyper-relevant and real-time engaging information send by the hotel, such as the **latest or exclusive offer** or relevant news from your hotel.

Many hotels are now using this tool as a way to promote their restaurants, spa or any other offer. Applying is in many ways and significantly increases earnings without investing additional resources.

NOTE: Push Notification pops up on the user phone screen regardless of whether the user is currently using the platform or not; whether the screen is on or not.

22)POPS-UP MARKETING

The built-in POPS-UP MARKETING system allows the hotel to inform guests of the latest actions, events, discounts on the use of all FACILITIES, lunch, dinner, prize games etc ...

These messages are multimedia and they appear on pages, parts of the screen and in time intervals as desired by the hotel.

Increases guest spending and his satisfaction.

NOTE: Unlike Push Notifications, which are sent from the platform admin, and which appear and after reading disappeared, the POPS-UP MARKETING module is embedded in the platform. It appears periodically and on specified pages according to the rules that are set for both situations separately.

23)FASCINATING COMMUNICATION

This module allows you to chat with your guests via **their favorite** apps.

Incorporated is an **incredible number of apps (16) for communicating** with all types of messages (text, chat, video communication, sharing of images, videos, etc.), as well as apps for orientation in city.

It does not matter which country the guest comes from, **he will find the app he using**.

In addition to the world's most famous communications apps (WhatsApp, Viber, Skype, Messenger...) this module also includes apps that are **most used in large countries** such as China and Russia (WeChat - more than one billion users, VKontakte - the largest social network in Russia).

Thanks to these apps (communication channels) guests will communicate via their favorite channels, via apps with which they have experience. On this way will **increase their satisfaction** (easy communication), the hotel will achieve the following goals:

- Get more leads and calls
- Improve guest support
- Direct guests to hotel location

Guests can choose from the following 16 different channels:

*WhatsApp , Facebook Messenger, Email, SMS, Snapchat, Skype, VKontakte, Phone (click to call), Telegram, Line, WeChat, Viber, Waze, Google maps, Link to an external channel/contact page, Launch a Poptin popup***

NOTE: There is no Hotel Hospitality platform in the world that has this kind of communication with hotel guests.

Other platforms offer a maximum of 3-4 channels of communication.

Description "**How does each channel work?**" is at the bottom of the text marked with**

24) RATE US

Your guests are very satisfied with the services of your hotel and the functions provided by this platform. You allow them to show their satisfaction and evaluate you with 5 stars.

25)PROBLEM? TELL US!

If the guests had any problems in your hotel, you should make an apology and allow them to describe the problem. In this way, the guest receives satisfaction because hotel special attention devoted to his problem, he will not be angry. On the other hand, the hotel gets new experience and the ability to prevent repetition of the problem.

26)CONGRATULATIONS ON BIRTHDAYS AND OTHER EVENTS

Enter only the day and month of the birth of the guest. The system will automatically send a congratulatory message on that date. The guest will be grateful for your attention. If a guest plans to go to another hotel, he will change his mind. Below this message you can write PS: when next time he comes to the hotel welcome drink waiting for his .

● **ADDITIONAL MODULES (They will be make at hotel request)**

Many other useful modules can be added at the hotel (user's) request:

1) LOYALTY SYSTEM – various variants

2) HOTELS DIGITAL WALLET

The guest pays the hotel and partner companies services via their own mobile phone

3) VIDEO HELP DESK

Guest contacts with hotel staff are realize with video communication with the ability to switch communication between different support sectors and sharing (collaboration) screens between guest and support.

4) CHAT MODULE

For text and video communication between guests of the hotel who are in touch and who are in different rooms

.....etc.....

We appreciate the experience and wishes of the administration of the hotel and welcome are all suggestions for additional modules that will increase guest satisfaction, improve and facilitate the work of the hotel and enhance its earnings.

**These functions are not active in the Demo version. The reason is the same work principle as for some other platform functions that are described in the examples above them. The letters on these buttons are yellow in color (the active buttons are white).*

**** How does each channel work?**

- **WhatsApp** – add your phone number and once the visitors click on the WhatsApp chat button, WhatsApp chat interface will be launched. On desktop it will launch desktop WhatsApp web interface, and on mobile it will launch the WhatsApp app conversation window.
- **Facebook Messenger** – add the link to your Facebook business page (fan page), and once the visitors click on the Facebook Messenger button, a chat window will appear and they will be able to send you a message. You will get the message into your Facebook page inbox.
- **Email** – add your business email, and once the visitors click on the email button, their email client will be launched. For example Gmail or Outlook.
- **SMS** – add your phone number, and let your visitors send you a direct SMS via their mobile devices.
- **Snapchat** – is a multimedia messaging app used globally. Snapchat lets you talk with your friends, view live stories from around the world, and explore news. Add your Snapchat username and let your visitors find you easily on Snapchat.
- **Skype** – Skype is a telecommunications app that provides free online voice calls, video chat calls, messaging, affordable international calling to mobiles or landlines. Add your Skype username and let your visitors call and message you easily via Skype.
- **Vkontakte** – is a Russian online social network. Vkontakte is available in a few languages and it is very popular among Russian-speaking users. Add your Vkontakte username and let your visitors contact you directly through the app.
- **Phone** (click to call) – one of the most useful cases. Add your phone number and let your visitors call you in a click of a button. Call now button is very popular for mobile visitors and can help you get more calls easily.
- **Telegram** – is an instant messaging and voice over IP app developed by Telegram Messenger LLP. Add your Telegram username and let your visitors contact you directly via Telegram app.
- **Line.me** – Line is a free app for instant communications on desktop and mobile devices. With Line you can send texts, images, video and audio, and conduct free VoIP conversations and video conferences. Add your Line URL and let your visitors contact you easily via Line app.
- **WeChat** – is a Chinese multi-purpose messaging, social media and mobile payment app. Add your WeChat User ID and let your visitors search for you easily WeChat app. In the pro plan, you can upload a QR code.
- **Viber** – is a cross-platform instant messaging and voice over IP app. Add your phone number and let your visitors call you and message you via the Viber chat button.
- **Waze** – is a GPS navigation app that works on smartphones and tablets with GPS support, owned by Google. Add your Waze location link and direct your visitors to your store's location via Waze app.
- **Google maps** – add your business location link as it is shown on Google maps, and direct your visitors to your business' location through Google maps app.
- **Link to an external channel/contact page** – add a link to any web-page you want (for example, contact page) and drive more visitors to get in touch with you. A popular use case for the direct link channel (using the customization options of the Pro plan) would be to upload a Facebook Messenger icon, and link it to your Facebook Messenger chatbot Chatfuel, ManyChat, or any other Messenger bot platform.
- **Launch a Poptin popup** – add a 'direct link' of your popup from your Poptin.com account, and launch a popup with a contact form when the visitor clicks on the button.

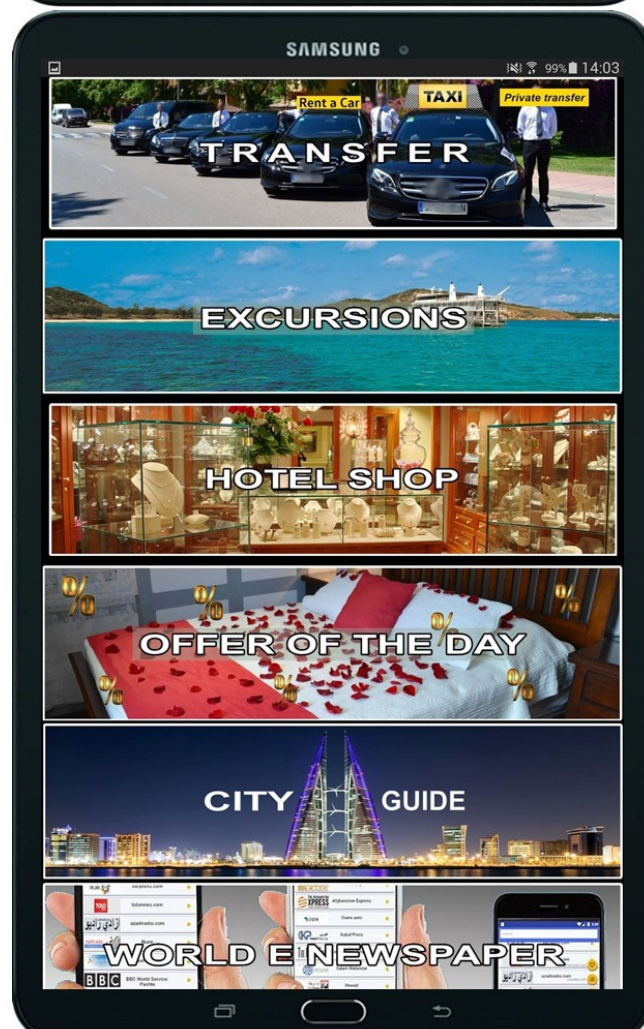
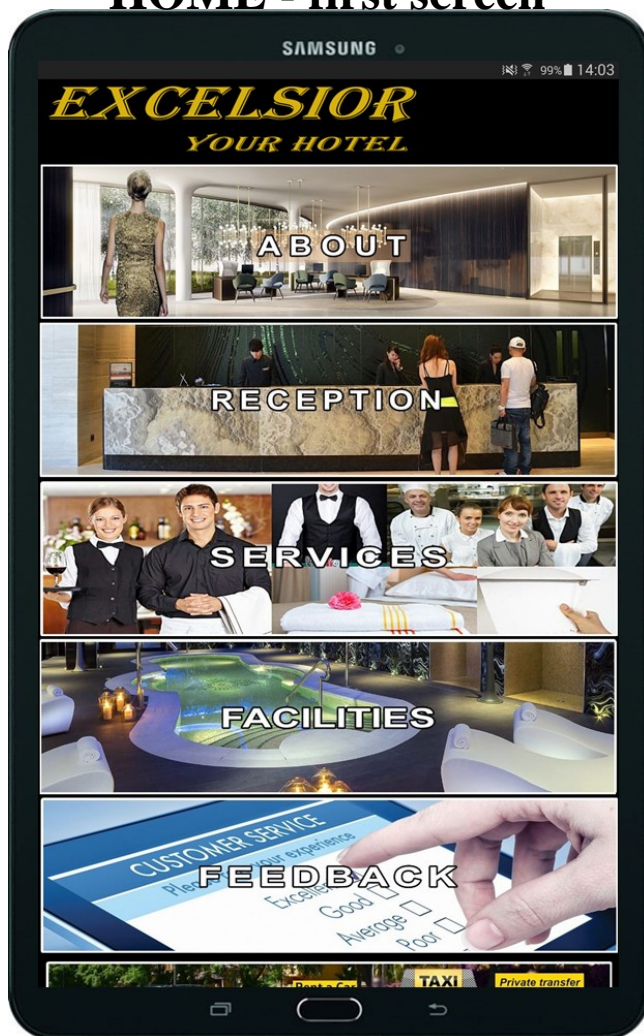
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Some Screenshots

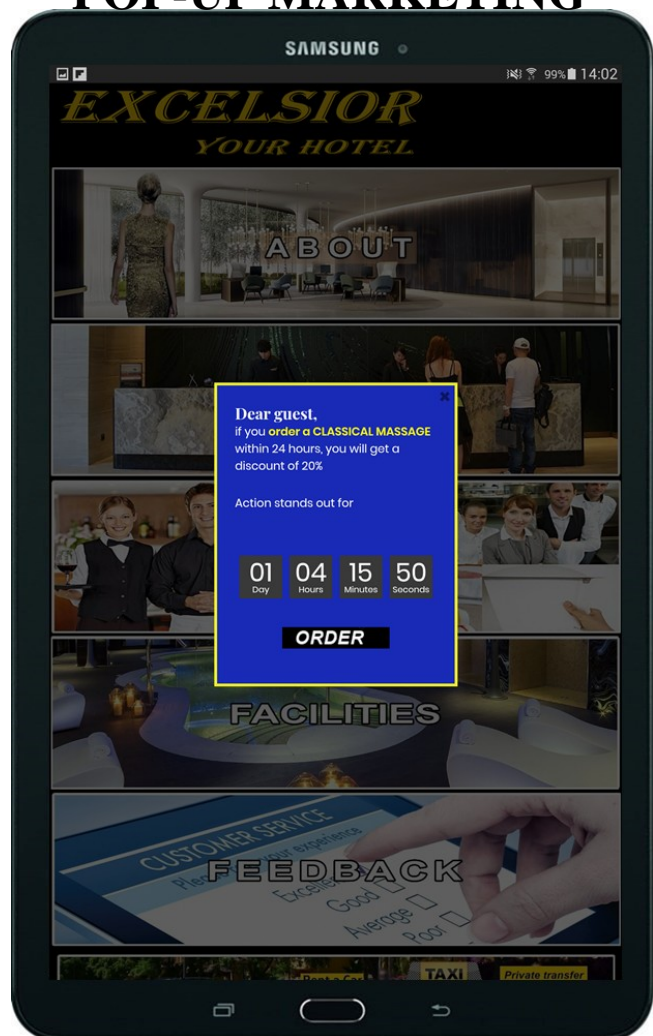


HOME - first screen



HOME-second screen

POP-UP MARKETING

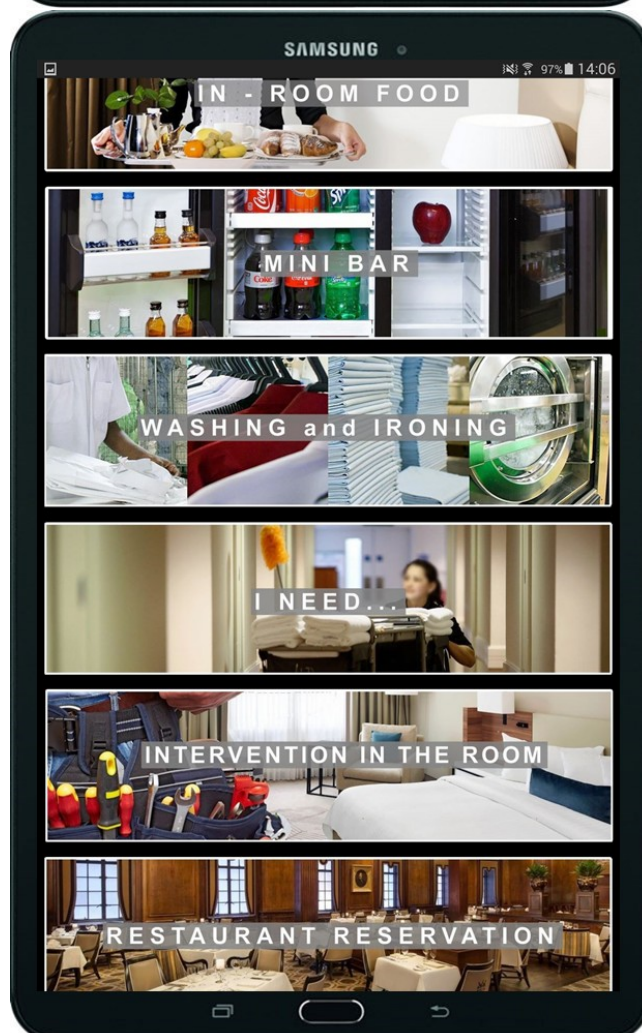
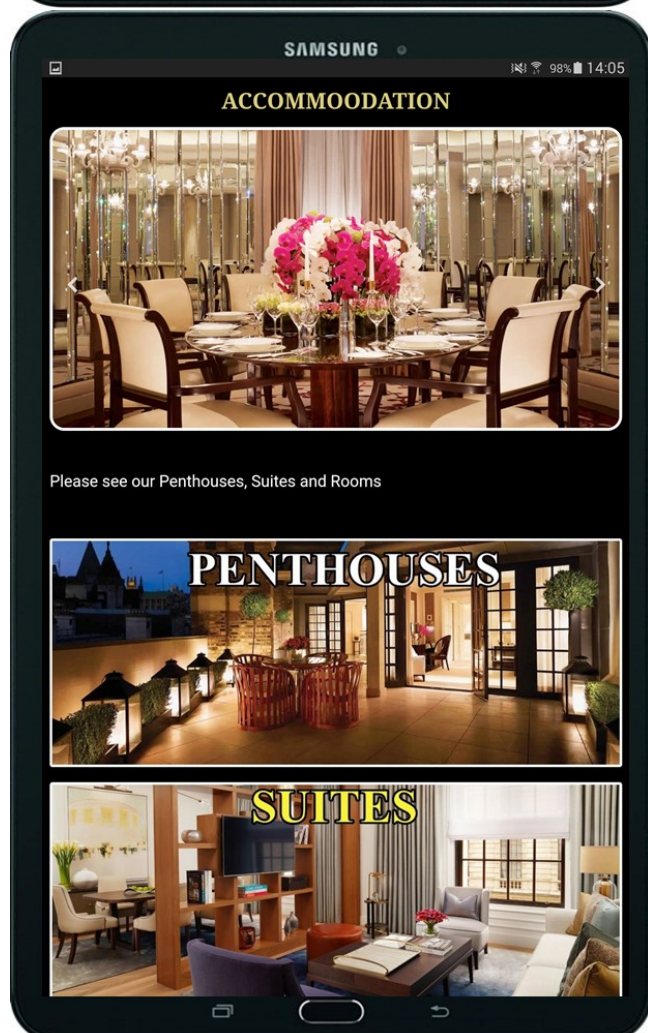
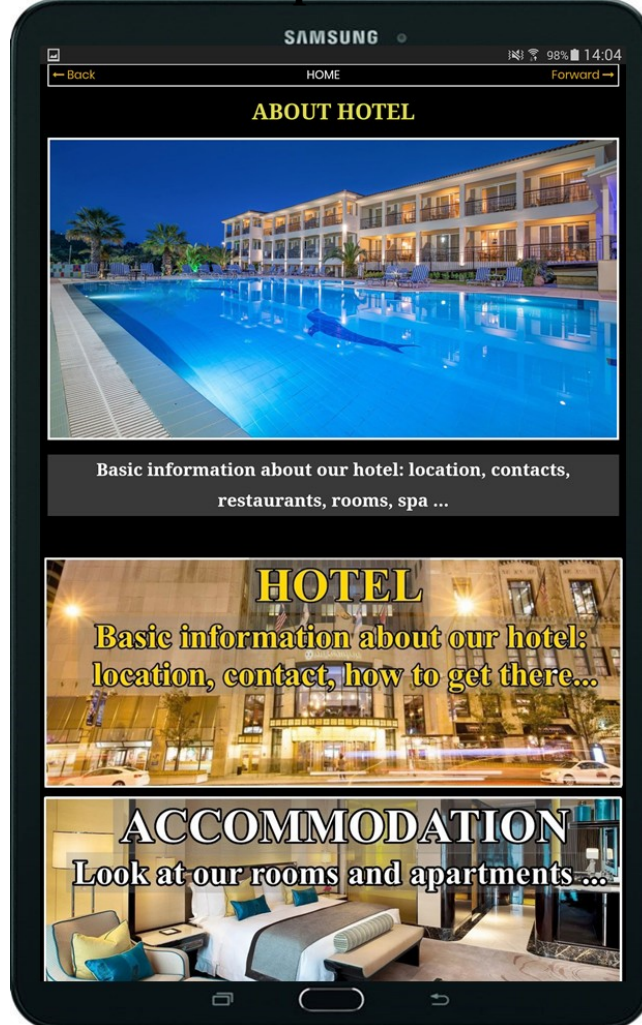


RECEPTION-part of screen

SERVICES - FOOD IN ROOM



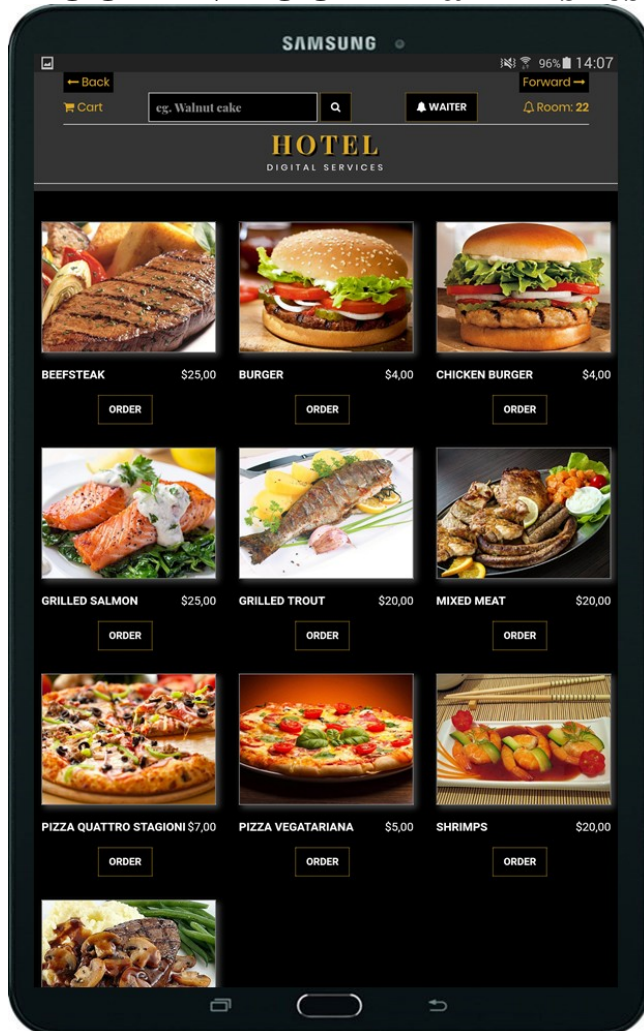
ABOUT - part of screen



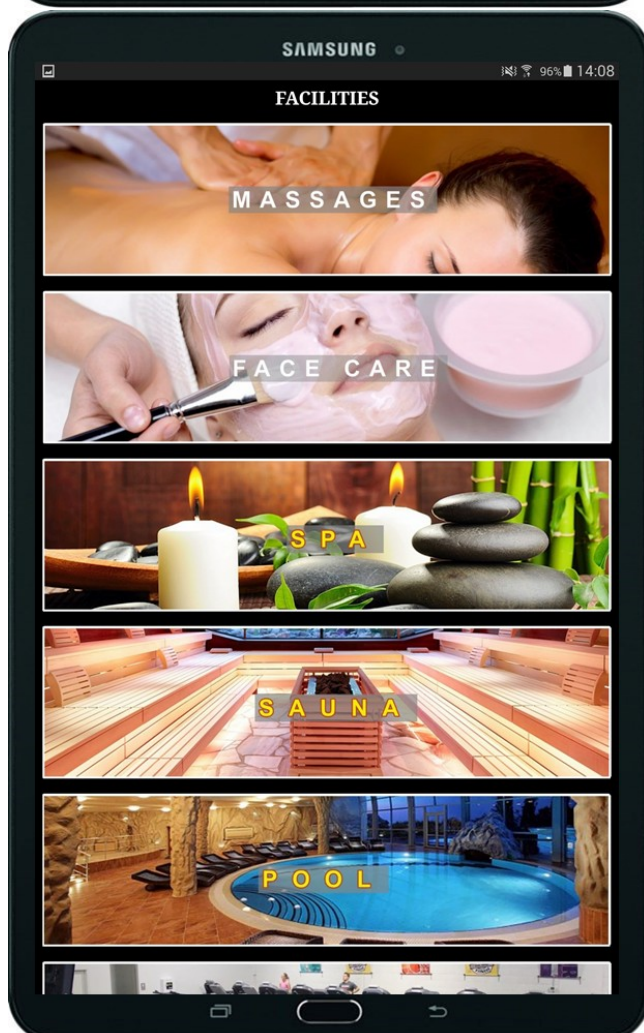
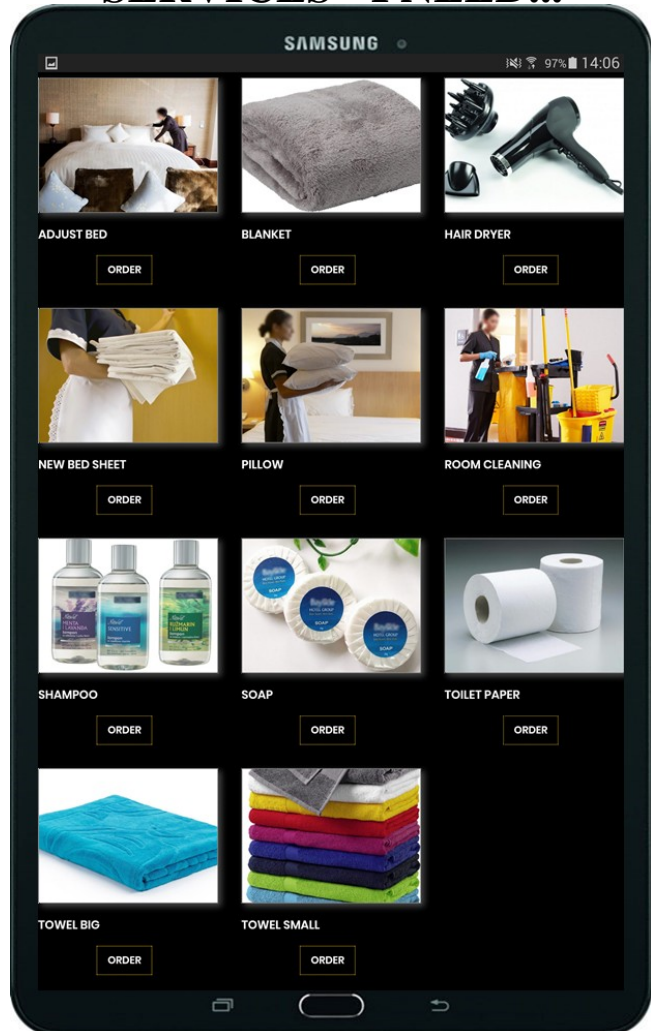
ABOUT/ACCOMMODATION - part of screen -

SERVICES

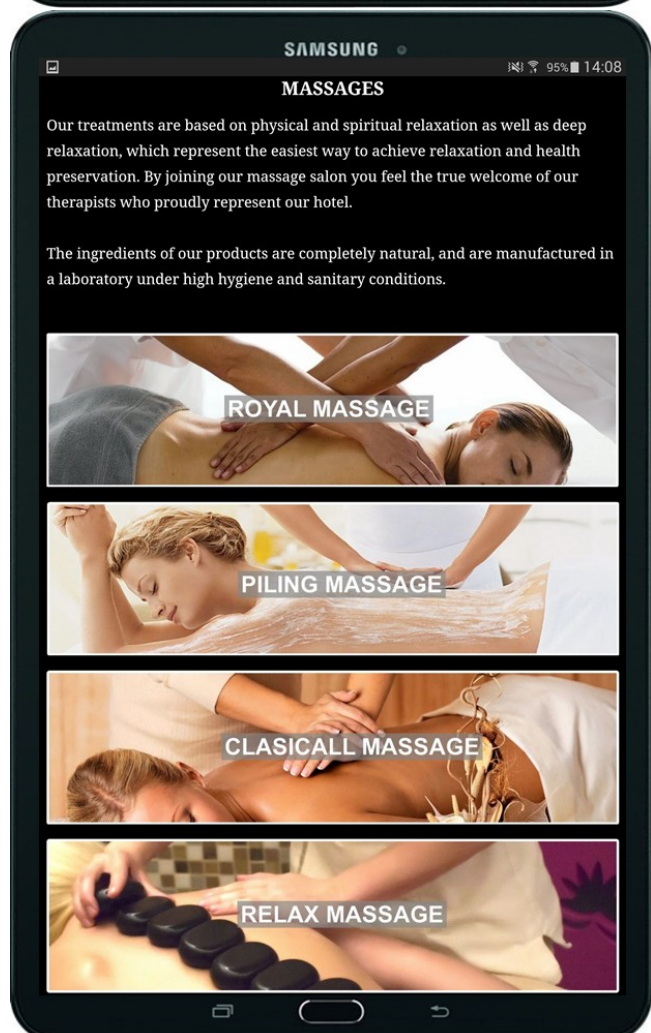
FOOD IN ROOM-Main Dishes



SERVICES - I NEED...

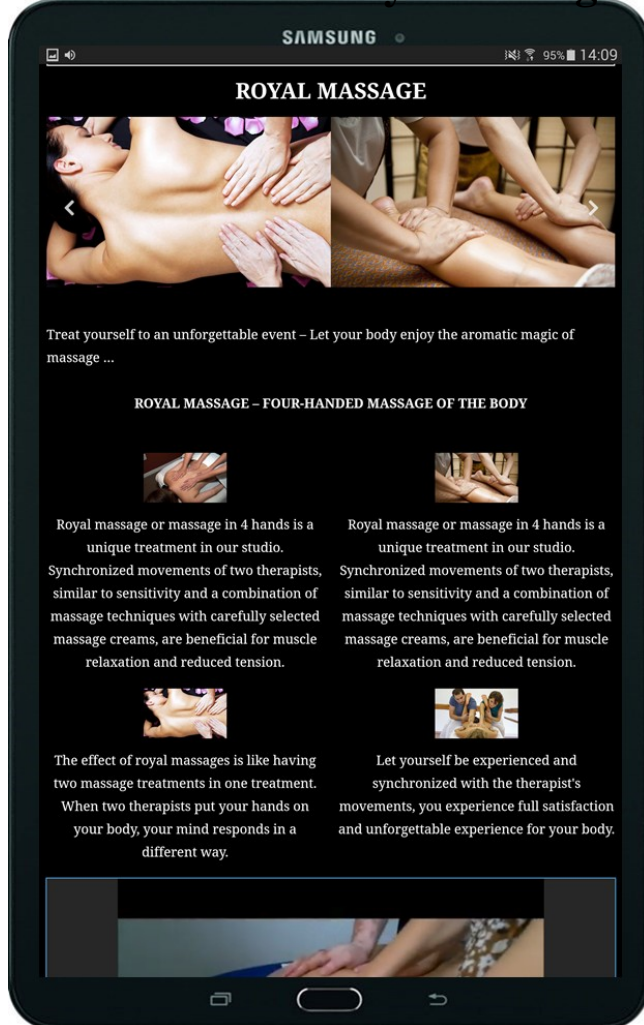


FACILITIES - part of screen

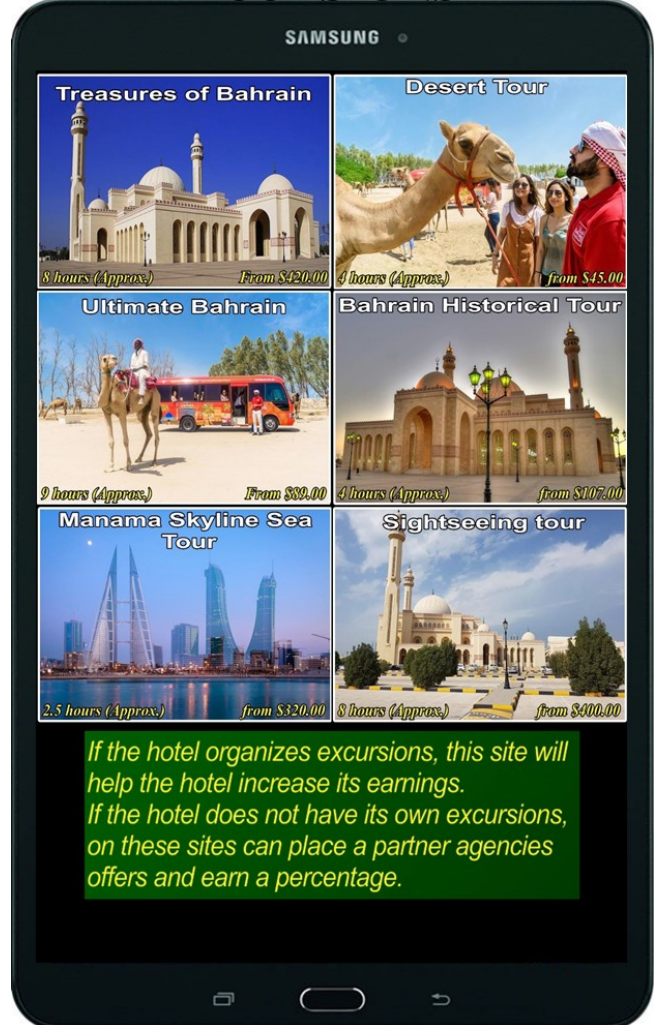


FACILITIES/MASSAGES
-part of screen -

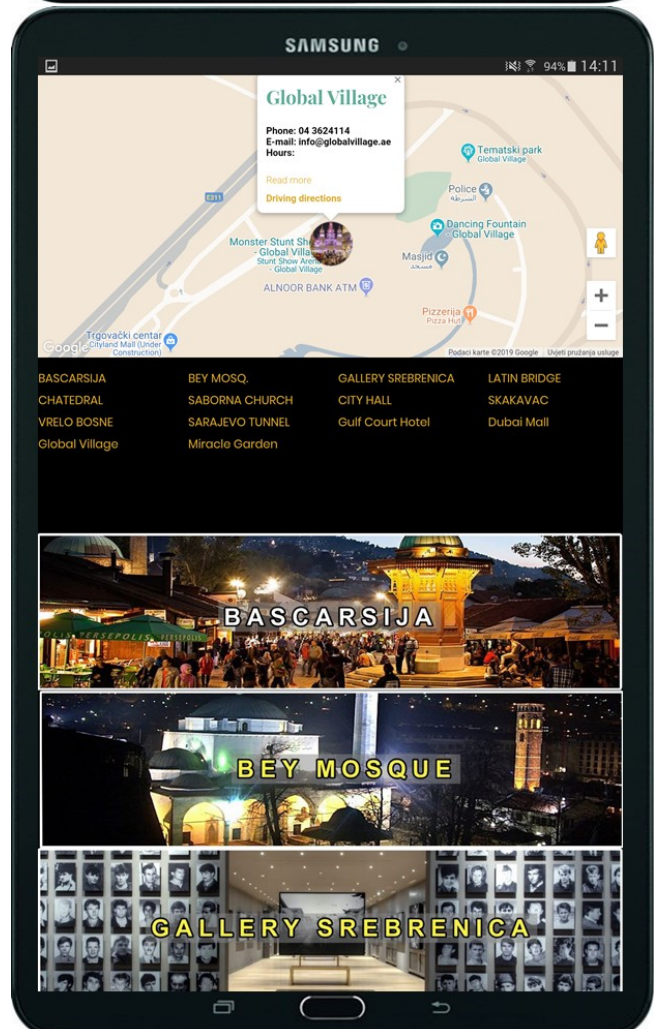
MASSAGES - Royal massage



EXCURSIONS



CITY GUIDE - part of screen



TOP TEN PLACES TO VISIT
- part of screen -

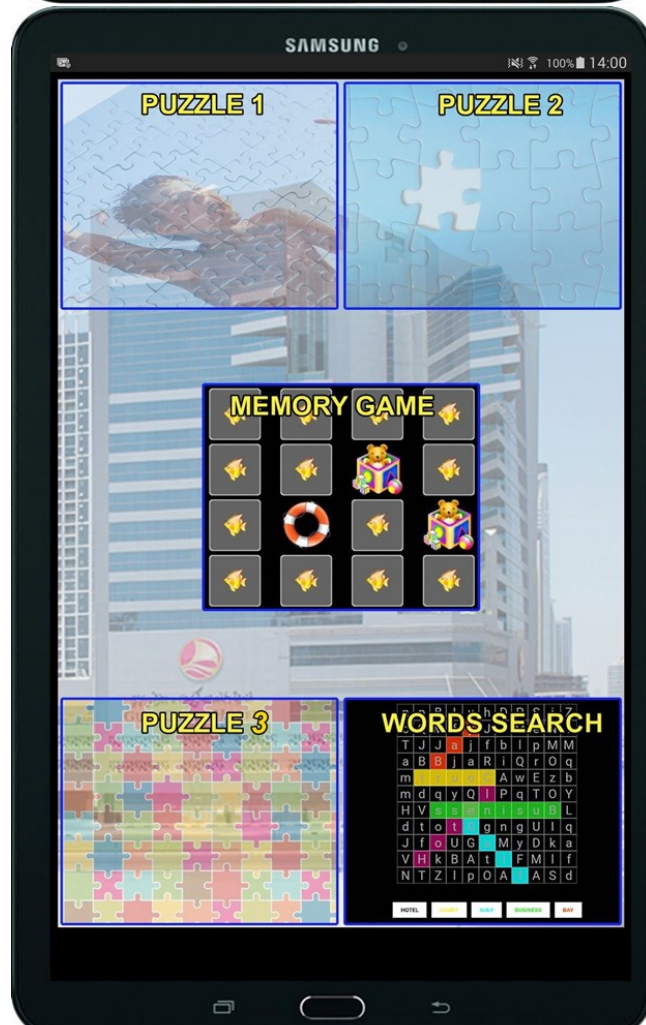
PLACES FOR VISIT -BASCARSIJA



TRANSPORTATION



WORLD'S E NEWSPAPERS

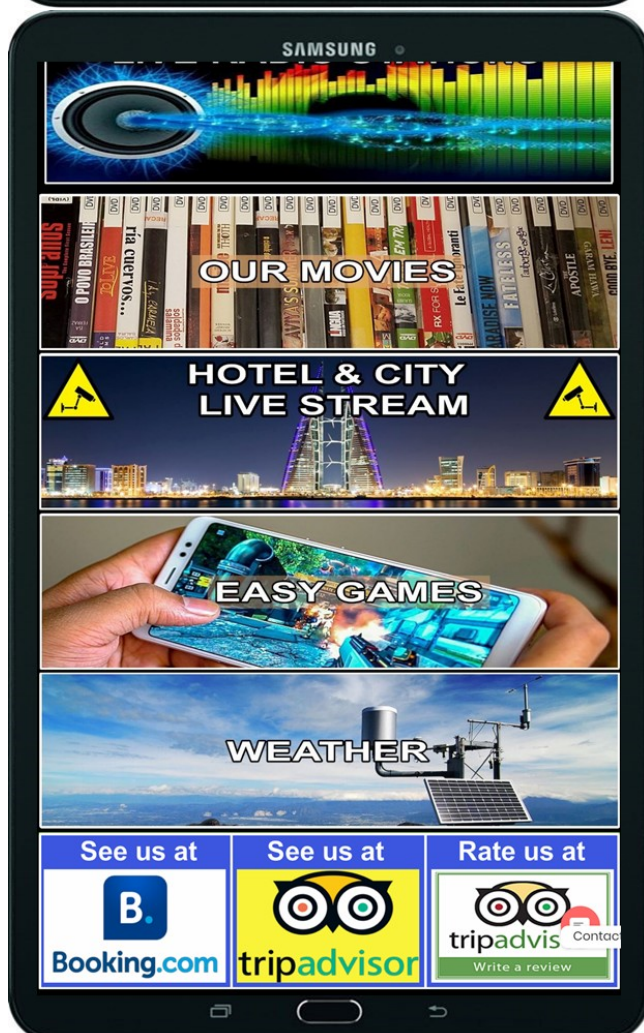
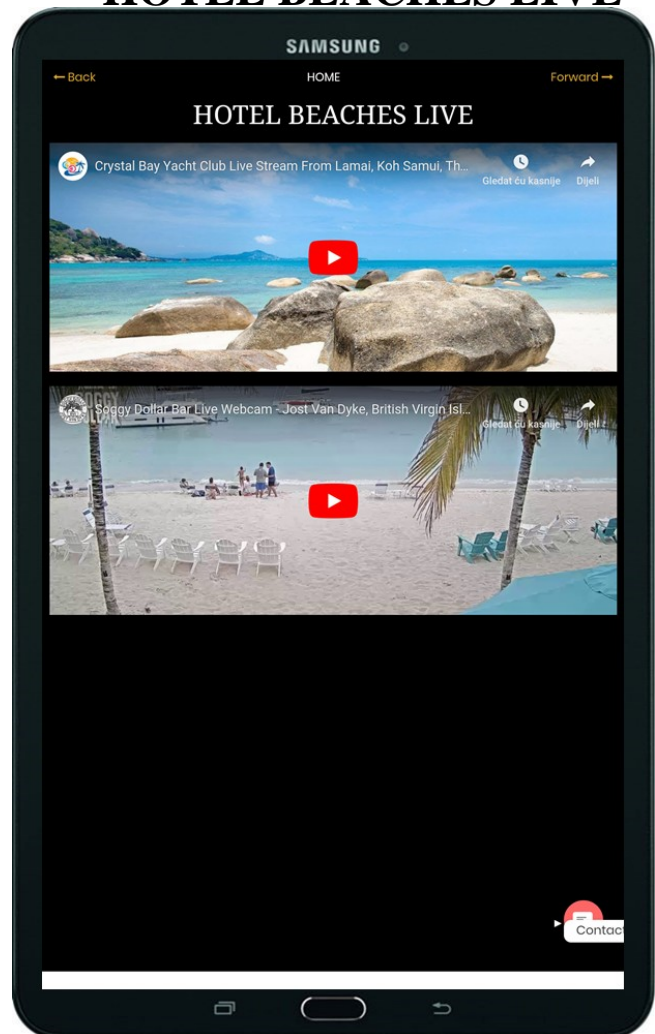


HOTEL BRANDED GAMES

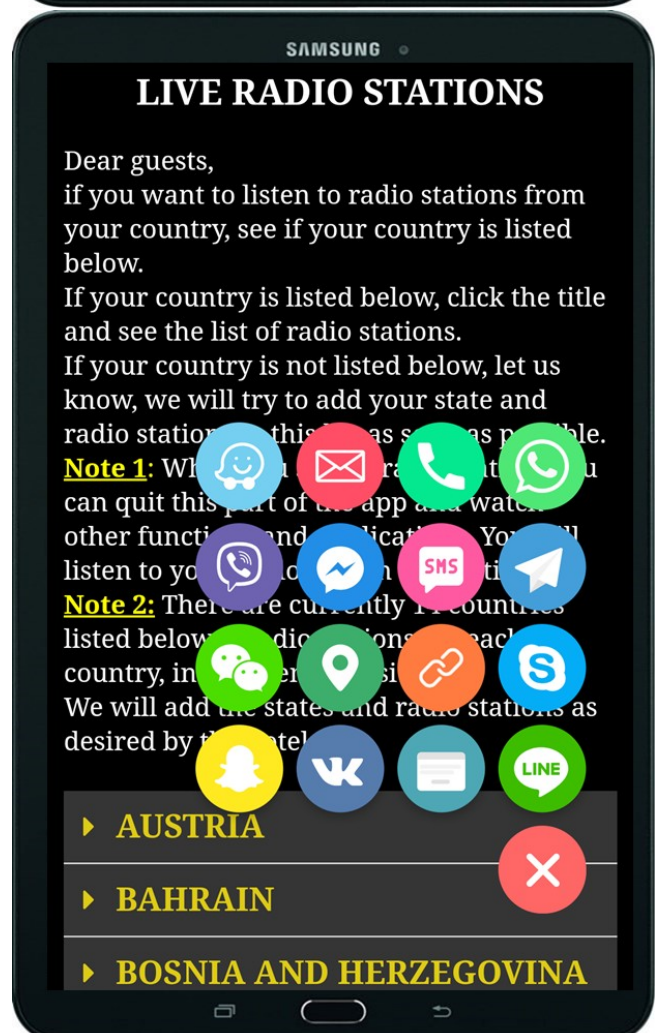
HOTEL & CITY LIVE



HOTEL BEACHES LIVE



HOME - third screen



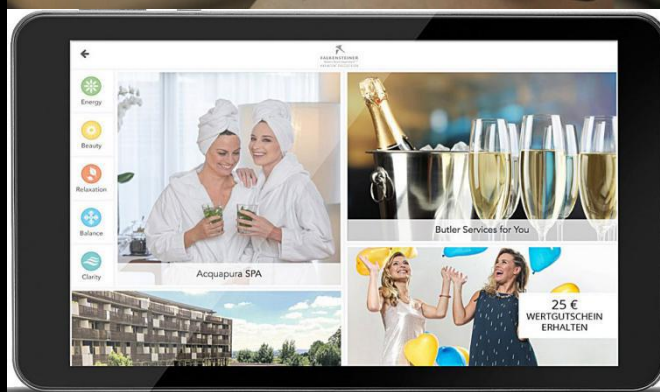
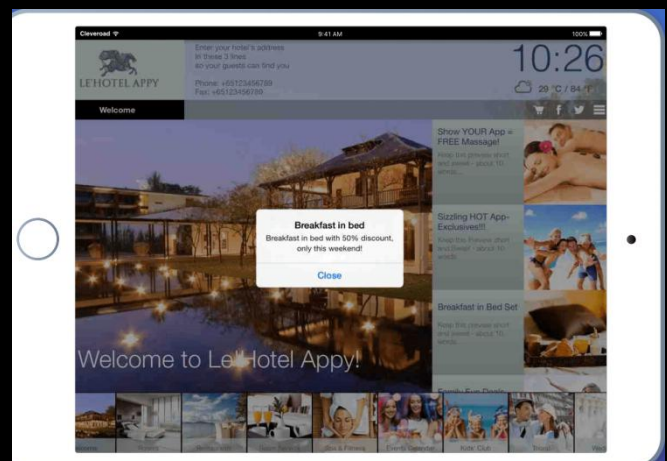
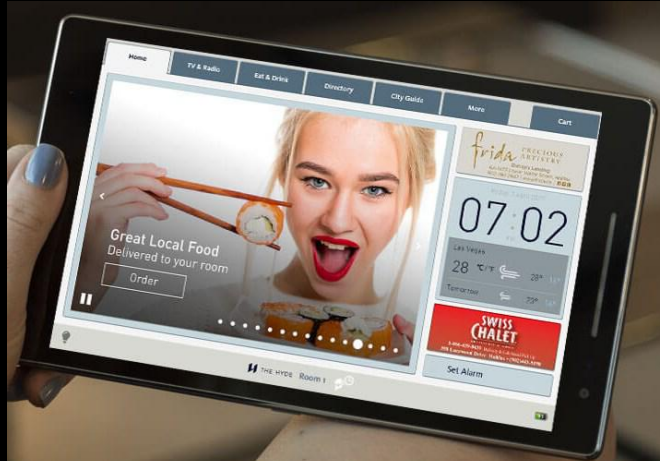
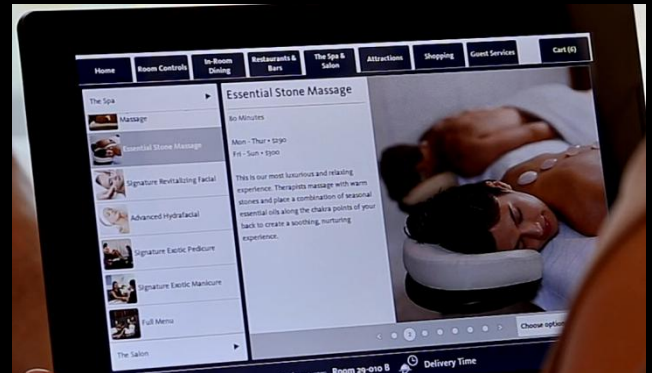
16 COMMUNICATIONS CHANNELS!!!

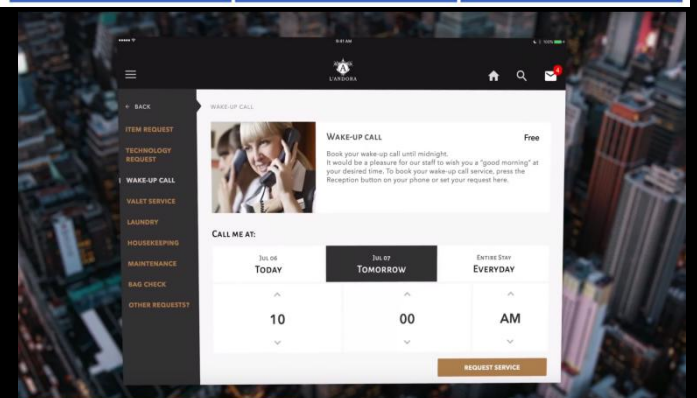
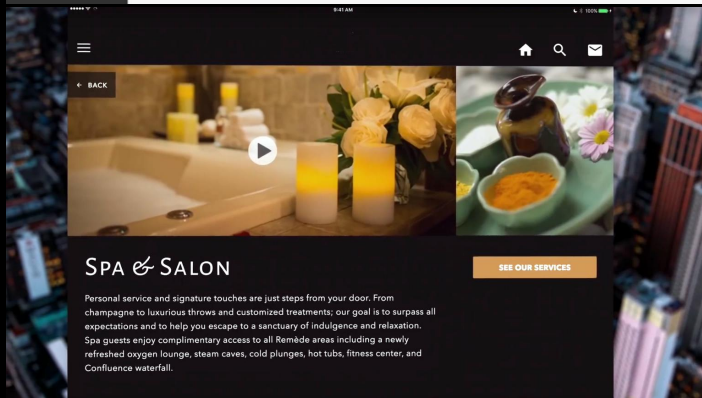
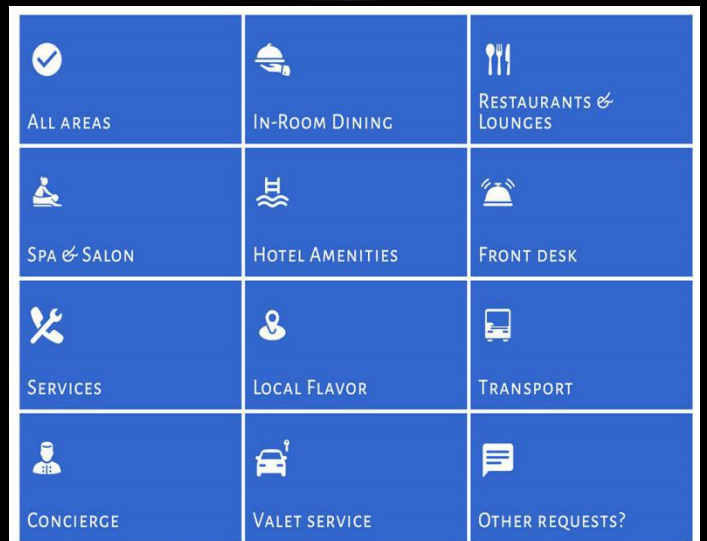
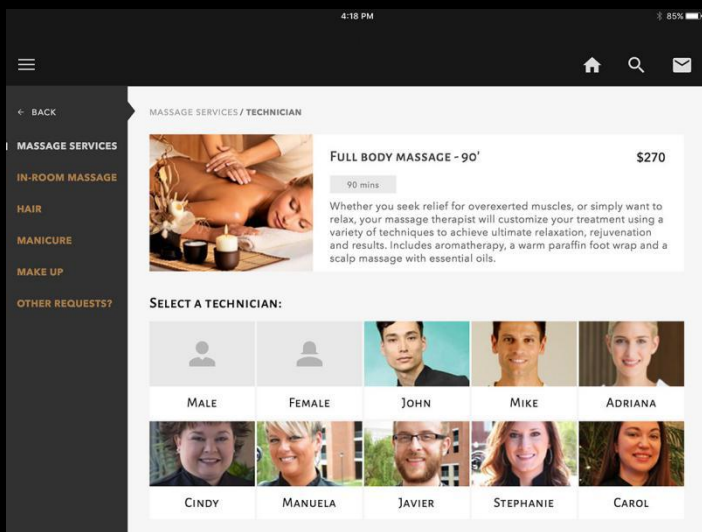
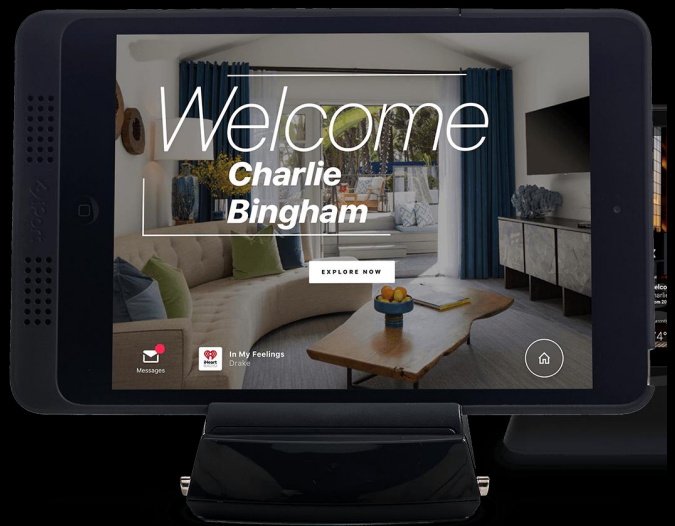
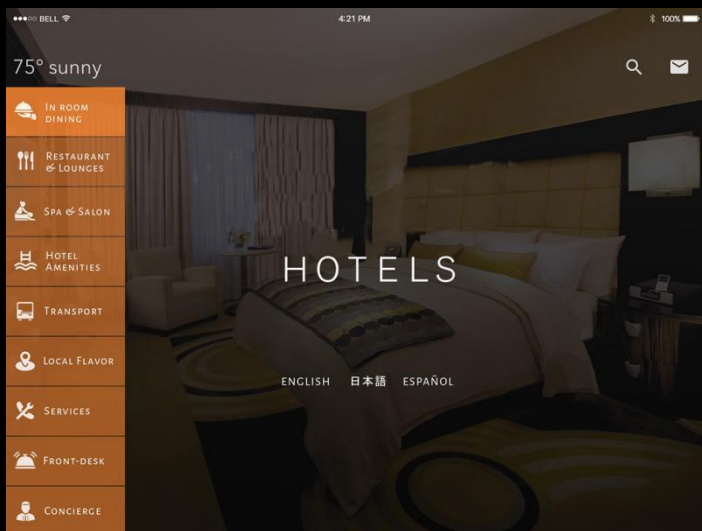
HOTEL HOSPITALITY MENUS

The user can choose the menu according to their own wishes.

In the Demo version you can see 4-5 different design pages, we will suggest some additional templates, you can suggest the design you want.

In the pictures below you can see some examples of menus from different world hotels.





HOTEL HOSPITALITY : TABLETS vs MOBILES

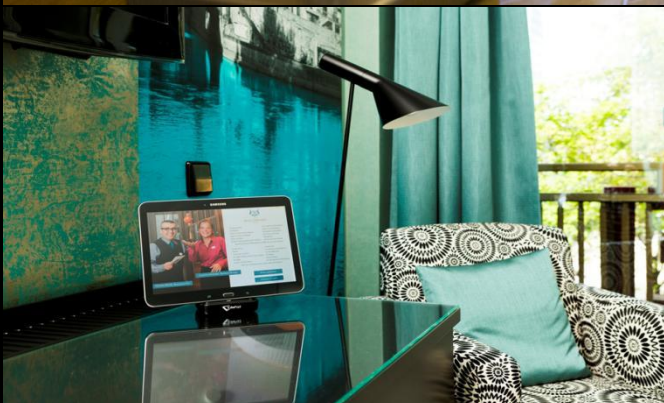
The hotel can offer Digital Hotel Hospitality to its guests on **tablets or mobiles**.

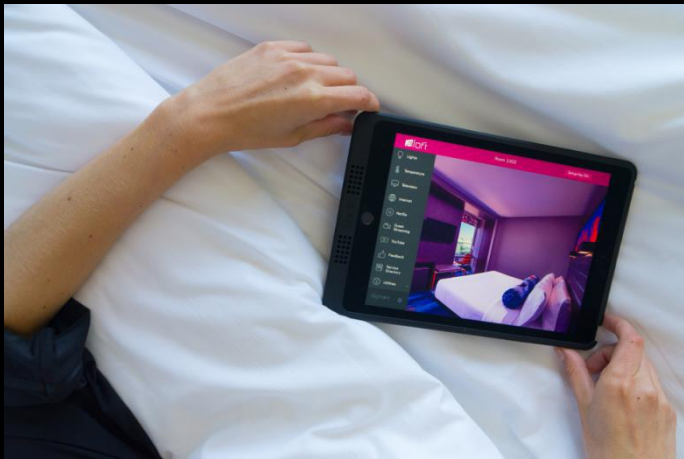
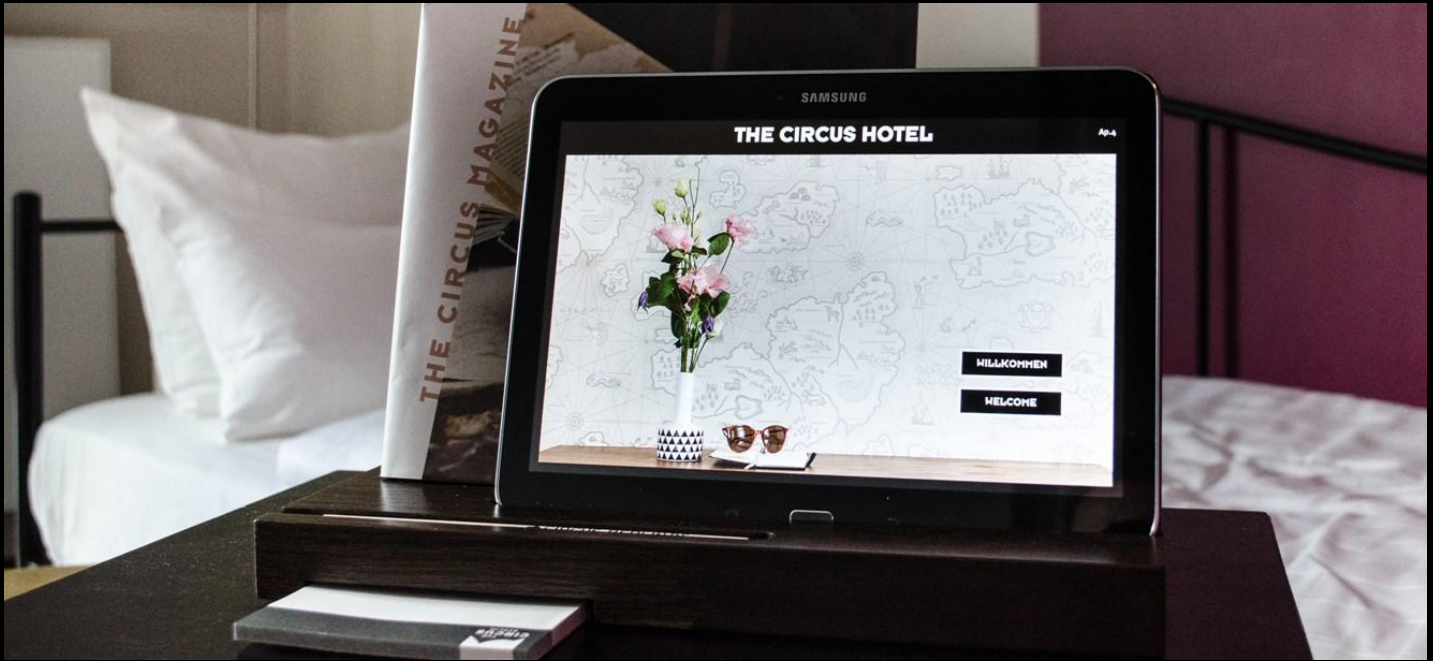
Tablets are much more comfortable to work, have a larger screen and look much nicer in the hotel room.

Mobiles are much smaller, it is easier to hold them in hand and guests can handle them for use in the city.

The hotel can make a combination: in the room there is a tablet that the guest uses when staying in the hotel. For use in the city the guest gets from the hotel this platform on its own mobile.

Look at some tablets and mobiles variants in the hotel rooms.





PLATFORMS COMPARISON

See the **comparison** of our platform features with two world-leading platforms.

Comparative elements are selected by the world leader in the HORECA area <https://hoteltechreport.com/> portal. They made a comparison for these first two companies.

IMPORTANT NOTE: We appreciate the experience and wishes of the administration of the hotel and welcome are all suggestions for additional modules and different designs that will *increase guest satisfaction, improve and facilitate the work of the hotel and enhance its earnings*. Our developers and designers are waiting to fulfill your wishes.

PLATFORM 1 <i>the largest number of installations in the world, 1,200,000 rooms</i>	PLATFORM 2 <i>the best platform in the world (rating of professional journals)</i>	OUR PLATFORM <i>the largest number of functions, design and new features as desired</i>
Features & Services	Features & Services	Features & Services
<ul style="list-style-type: none"> ✔ Digital directory ✔ Bedside alarm ✔ Digital Menus ✔ Dynamic pricing ✔ Local city guides ✔ Group & conference offerings ✔ Secured web browsing ✔ Housekeeping requests ✔ Restaurant reservations ✔ Hotel facilities integrations ✔ Sponsorship opportunities ✔ Apps & games ✔ Travel information ✔ Guest Feedback Module (comment cards/reviews) ✔ Publication subscriptions (ex. newspapers, magazines) ✔ TV & room controls ✔ Late checkout ✔ POS & PMS Integration ✔ News & weather ✔ Digital concierge ✔ Bell services ✔ Guest messaging ✔ View bill & express check out ✔ In-room dining ordering ✔ Spa & Wellness Module ✔ Multi-currency ✔ Loyalty program management ✔ Multi-lingual 	<ul style="list-style-type: none"> ✔ Digital directory ✔ Bedside alarm ✔ Digital Menus ✔ Dynamic pricing ✔ Local city guides ✔ Group & conference offerings ✔ Secured web browsing ✔ Housekeeping requests ✔ Restaurant reservations ✔ Hotel facilities integrations ✔ Sponsorship opportunities ✔ Apps & games ✔ Travel information ✔ Guest Feedback Module (comment cards/reviews) ✔ Publication subscriptions (ex. newspapers, magazines) ✔ TV & room controls ✔ Late checkout ✔ POS & PMS Integration ✔ News & weather ✔ Digital concierge ✔ Bell services ✔ Guest messaging ✔ View bill & express check out ✔ In-room dining ordering ✔ Spa & Wellness Module ✔ Multi-currency ✔ Loyalty program management ✔ Multi-lingual 	<ul style="list-style-type: none"> ✔ Digital directory ✔ Bedside alarm ✔ Digital Menus ✔ Dynamic pricing ✔ Local city guides ✔ Group & conference offerings ✔ Secured web browsing ✔ Housekeeping requests ✔ Restaurant reservations ✔ Hotel facilities integrations ✔ Sponsorship opportunities ✔ Apps & games ✔ Travel information ✔ Guest Feedback Module (comment cards/reviews) ✔ Publication subscriptions (ex. newspapers, magazines) ✔ TV & room controls ✔ Late checkout ✔ POS & PMS Integration ✔ News & weather ✔ Digital concierge ✔ Bell services ✔ Guest messaging ✔ View bill & express check out ✔ In-room dining ordering ✔ Spa & Wellness Module ✔ Multi-currency ✔ Loyalty program management ✔ Multi-lingual

✔ At the hotel request

Apart from the above-mentioned comparison elements, HOPEC has many other features that other companies do not have:

- 1) INTERVENTION IN THE ROOM
- 2) SURVEYS GENERATOR
- 3) ORDER TRANSPORTATIONS
- 4) EXCURSIONS
- 5) HOTEL SHOP
- 6) LIVE RADIO STATIONS
- 7) MOVIES
- 8) HOTEL & CITY LIVE STREAMS
- 9) RATE US AT TRIP ADVISOR
- 10) VIP MEMBERS
- 11) LATEST HOTELS NEWS
- 12) POPS-UP MARKETING
- 13) FASCINATING COMMUNICATION -
- 14) RATE US
- 15) PROBLEM? TELL US!
- 16) CONGRATULATIONS ON BIRTHDAYS AND OTHER EVENTS

.....etc.....