

Redefining the Modern Guest Experience

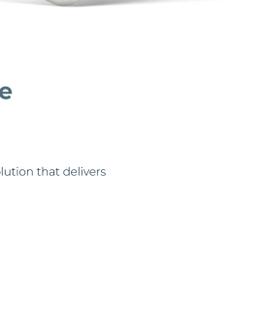
Changing Hospitality Landscape

Today, "a great stay" goes beyond a friendly receptionist and a comfortable bed. Modernisation has hotel guests demanding for more – more convenience, more personalisation, and more autonomy. Hotels also face the inescapable reality of changing guest profiles, as young digital natives emerge as an increasingly important customer segment.



This shift brings with it new perspectives on how hospitality experiences are evaluated. Guests today frequently assess service satisfaction based on criteria like information accessibility, digital user experience and contactless engagement.

Hotels worldwide are under pressure to adapt to the new demands of their tech-savvy guests and fulfilling them is possible only with the right implementation of guest-facing and back-end technologies.



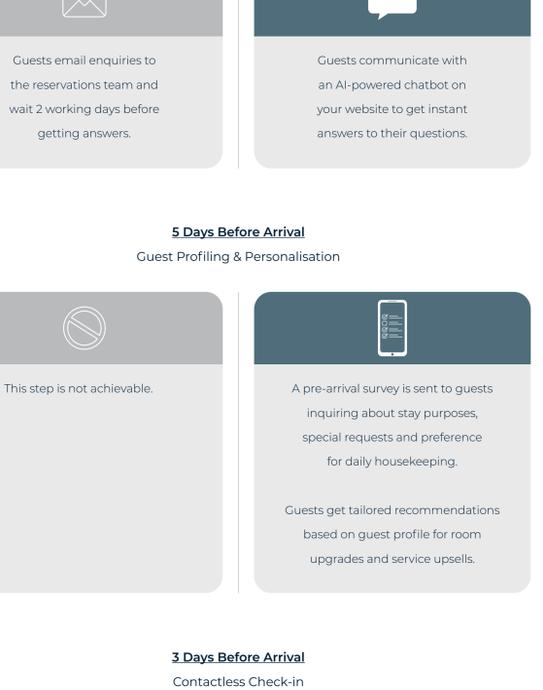
The Digital Experience of Tomorrow

Vouch offers hoteliers a future-ready digital solution that delivers a truly next generation guest experience.

Our guest experience platform enables:

- Guest check-in in under 3 minutes
- Instant replies to common enquiries
- Self-serviced amenities booking
- Digital housekeeping requests and F&B order taking
- Personalised recommendations based on guest profile
- Contactless guest journey from pre-stay to check-out

See how Vouch improves on traditional guest engagements by redefining the modern guest experience.



● Traditional guest experience journey

● Optimised guest experience journey

15 Days Before Arrival

Planning Stage



Guests email enquiries to the reservations team and wait 2 working days before getting answers.



Guests communicate with an AI-powered chatbot on your website to get instant answers to their questions.

5 Days Before Arrival

Guest Profiling & Personalisation



This step is not achievable.



A pre-arrival survey is sent to guests inquiring about stay purposes, special requests and preference for daily housekeeping.

Guests get tailored recommendations based on guest profile for room upgrades and service upsells.

3 Days Before Arrival

Contactless Check-in



This step is not achievable.



Guests receive an email with access to Mobile Check-in. Guests complete registration and payment pre-authorisation on Vouch before arrival.



2pm on Arrival

Check-In & Key Collection



Guests arrive at the hotel, queue up at the lobby and complete registration, payment pre-authorisation and key collection over the counter.



Guests skip the physical check-in process and move straight to the front desk or digital kiosk for key collection.

Hotel Information & Display



Guests call the reception to get key hotel information as they tend not to refer to printed in-room compendium.



Guests scan QR code in the hotel room using their mobile phones to access Vouch Guest Experience Platform contactlessly.

Key information that the hotel wants to communicate is displayed upfront.

Concierge Services



Guests approach the concierge for directions to attractions and self-navigate by using the printed maps provided.



Guests get information and real time navigation assistance to surrounding attractions from our guest experience platform.

Amenities Booking & Cross-Selling



Guests wait for staff assistance at the front desk to check availability for spa reservation and make bookings.



Guests book spa packages, make reservations and complete payment on their mobile phones.

5pm

Ordering Food & Beverages



Guests browse printed room service menus and place orders by calling the F&B department.



Guests browse digital menus for room service and place orders for food and drinks directly on their mobile phones.

Mid-Stay Survey & Service Recovery



Dissatisfied guests submit negative feedback on online portal or escalate complaints to hotel management over the front desk.



Guests receive automated mid-stay guest surveys to capture issues or complaints early for service recovery.

9pm

Housekeeping Requests

Guests call up housekeeping for extra tea and get routed to the front desk for advice on check-out time the next day.

Guests request for extra tea and inquire about check-out time on the guest experience platform.

Hotel Recommendations

Guests approach the concierge for breakfast restaurant recommendations for the next morning.

Guests explore dining options around the hotel and ultimately make reservations at hotel restaurant for breakfast on the guest experience platform.

9am of Departure Day

Membership Enrollment

Staff approach guests to encourage hotel membership sign up with physical brochures.

Guests receive information on hotel membership benefits and they sign up for the loyalty programme on the guest experience platform.

Airport Transfers

Guests get concierge to book transportation for immediate pick up to the airport.

Guest experience platform gives recommendations on airport transfers which guests accept, and transportation expenses are charged to their rooms.

12pm of Departure Day

Check-Outs & Payments

Guests queue at the lobby to check-out, return hotel keys and make payment for incidental charges at the front desk.

Guests complete check-out of stay and pay incidental charges in their room on Vouch.

Keys are dropped off at the front desk.

Post-Stay Feedback

Staff hand over a name card with the hotel's TripAdvisor account and invite guests to leave reviews.

Automated reminders are sent to the guests on their phones with links which they would submit 5* reviews on.

Powering Over 21,000 Rooms in 21 Cities

Get in Touch

Vouch is an award-winning travel-tech company that offers digital solutions for enhancing guest experience and streamlining hotel operations.

Revolutionise with Vouch. Reach out for a consultation today.

Email sales@vouchconcierge.com **Website** www.vouchconcierge.com

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