

HotelBuddy

Digitalizing Hotel Operations & Guest Experience

Elegant 100% web-based
no-download application



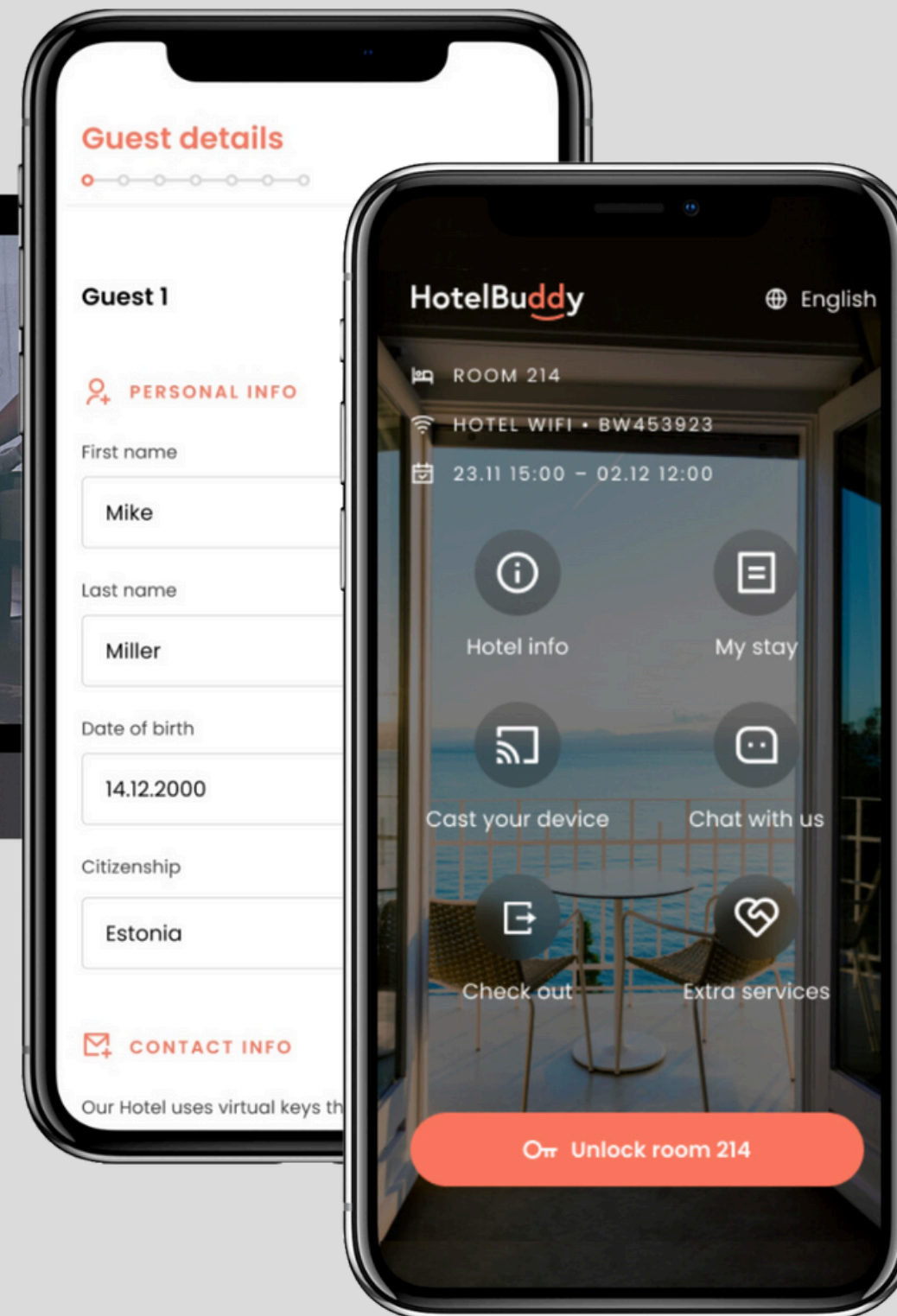
HotelBuddy is a lightweight, user-friendly and modern solution for digitalizing hotel guest experience and operations.

It is built on first-hand experience on operating hotels and providing IT-support.

HotelBuddy



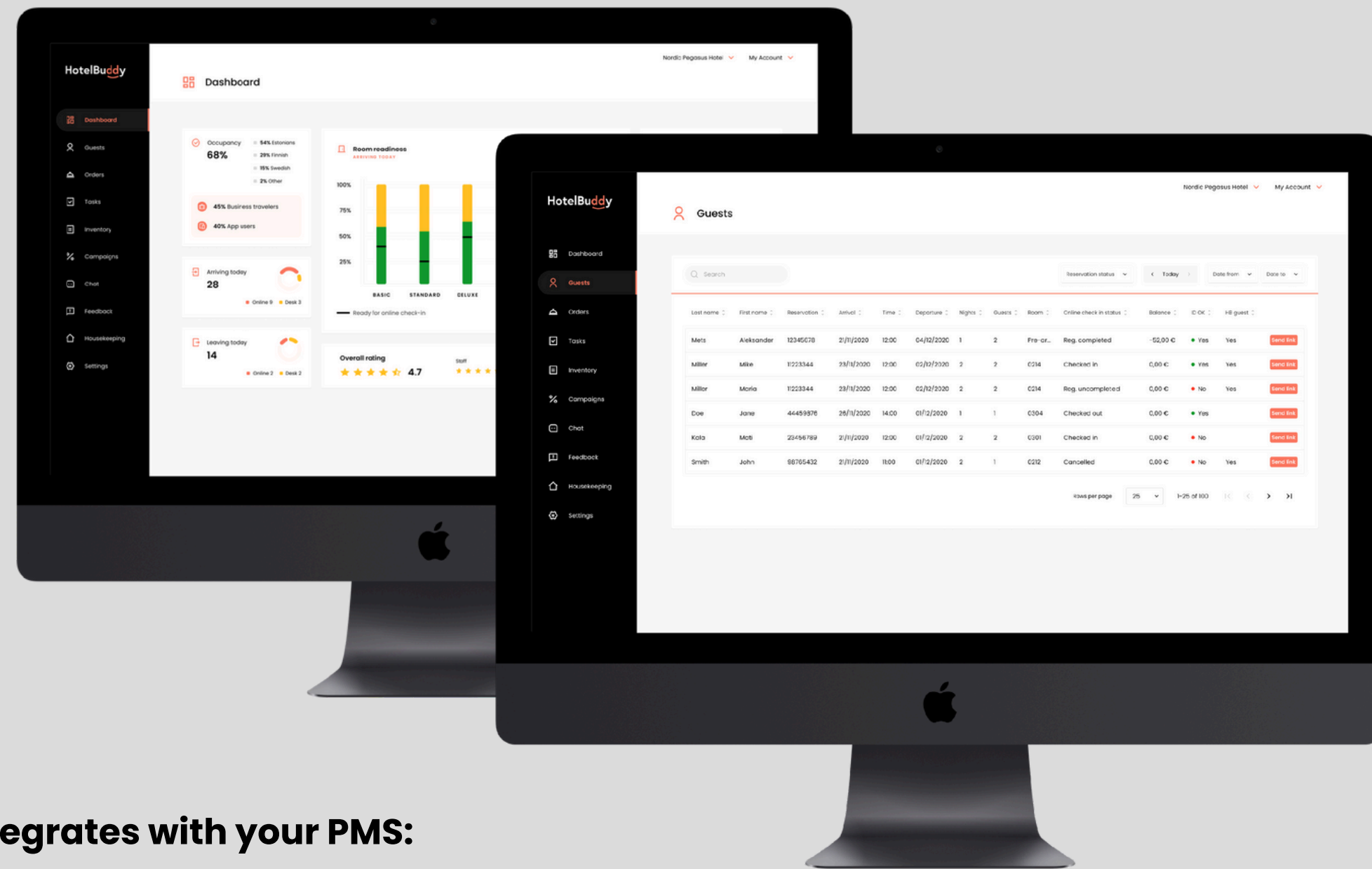
The guest app is
100% cloud-based
and does not require
any app download.



- Online check in
- Secure payment
- Upgrade your room
- **Digital room key**
- Chat
- Cast content to TV
- Online room directory
- Book extra services
- Online check out
- Share feedback
- QR Kiosk

Guest: Fully Digital Visit





- Dashboard with KPIs
- Guest profiles
- Inventory
- Orders
- Tasks
- Campaigns
- Chat
- Feedback
- Housekeeping

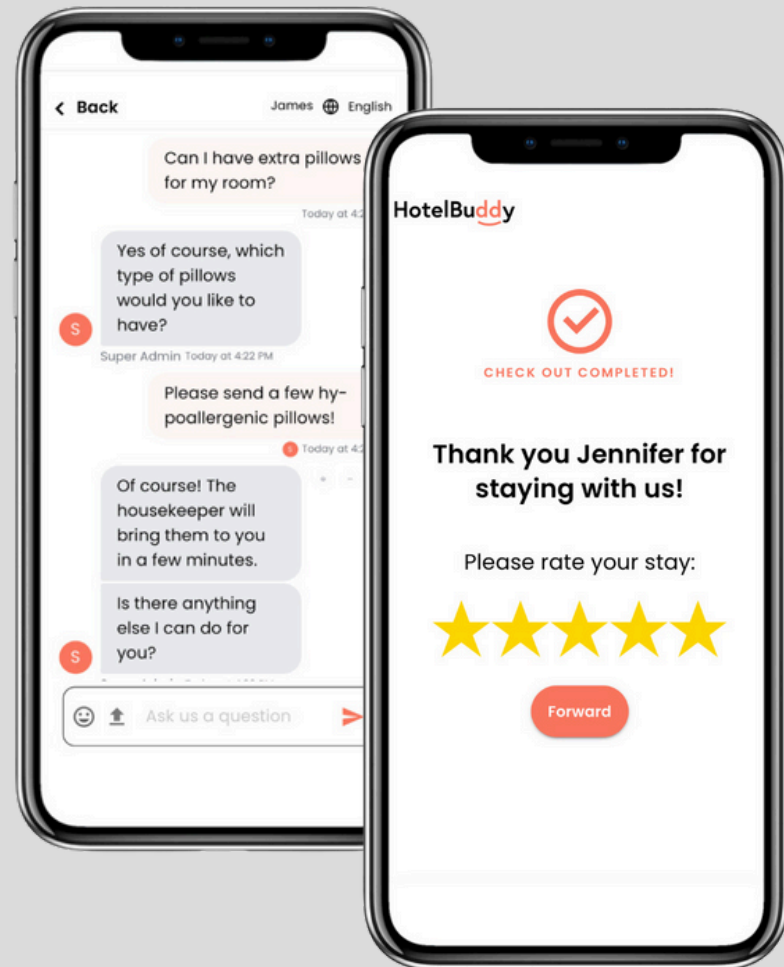
Integrates with your PMS:

ORACLE MEWS
HotelTime solutions hotsoft infor

Hotel: All-in-one Admin Tool



Benefits



Enhance Guest Satisfaction

More communication channels, digital room directory, instant chat messaging, in room casting, extra services bookings, higher feedback rankings

Eliminate Queues

Pre-arrival check-in with mobile keys, QR-kiosk on site to streamline guest arrival and reduce check-in lines

Save Time, Resources

Less admin work for receptionists, fewer human mistakes, easier staffing, better service quality

Go Paperless

Digital documents, receipts and room directories, mobile keys

Increase Revenue

Automated personalized offers for easy room upsells and seamless extra services bookings

Improve Security

Digital archive, safe cloud storage, trackable guest movements, mobile keys on guests phone

**This is how your guests will
interact with you using
HotelBuddy:**

Before arrival, we send your guests an automated e-mail and SMS invitations to:

Fill in
reg.card

Guest details

Guest 1

PERSONAL INFO

First name

Mike

Last name

Miller

Date of birth

14.12.2000

Citizenship

Estonia

CONTACT INFO

Our Hotel uses virtual keys that allow to open

Upgrade
room

Upgrade your room

Superior Room

EXTRA PRICE PER NIGHT

50 €

28 m2

Air conditioning

Bath

+ 27 amenities

Deluxe rooms with sofa bed, are modern decorated and offering the high quality

Skip

Book extra
services

Extra services

Before you arrive... There are some special offers from the hotel you might be interested in.

Spa services

Other

Afternoon tea for two

1 HOUR

30 €

Continue

Pay

Payment

Nordic Pegasus Hotel

Tartu mnt 34, Tallinn 11005

Estonia

+372 5405 4545

BOOKING INFORMATION

Booking no:

100409

Arrival:

23.11.2020

Departure:

02.12.2020

Room type:

Double room

INVOICE DETAILS

Do you need invoice for your company?

Enter company details

SUMMARY

Reservation 100409,

23.11.2020 - 02.12.2020,

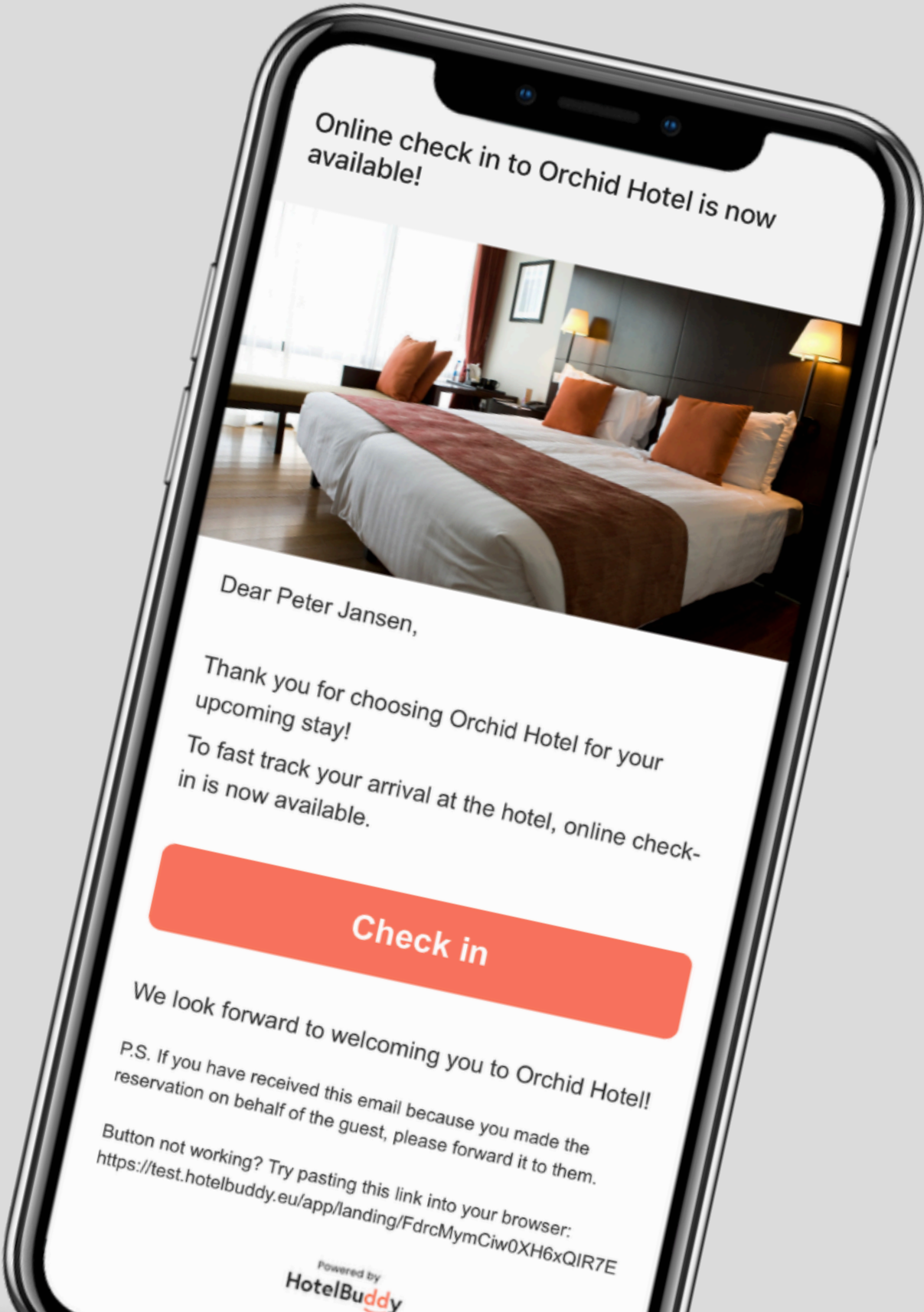
Double room

*Extra services:

230,00

x1

230,00

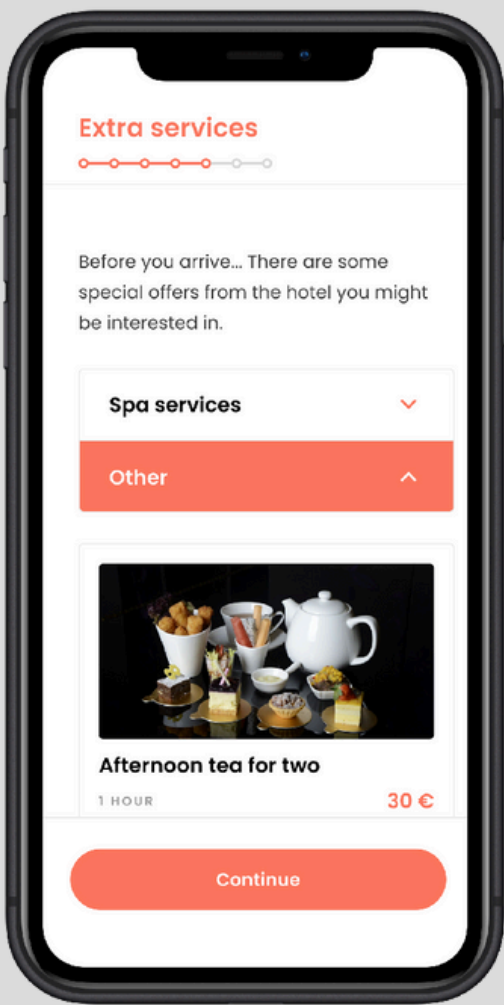


From their personal **web-based guest app** dashboard, your guests can:

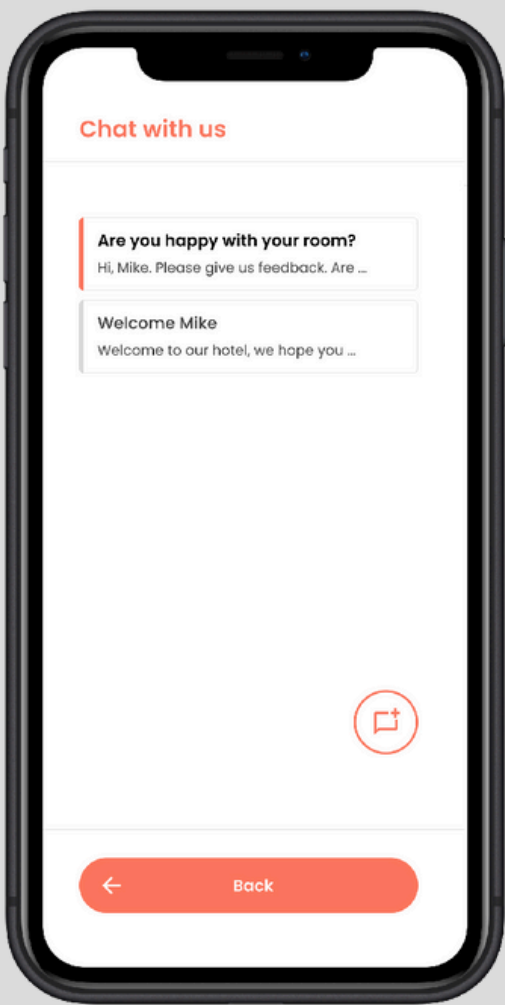
Open doors



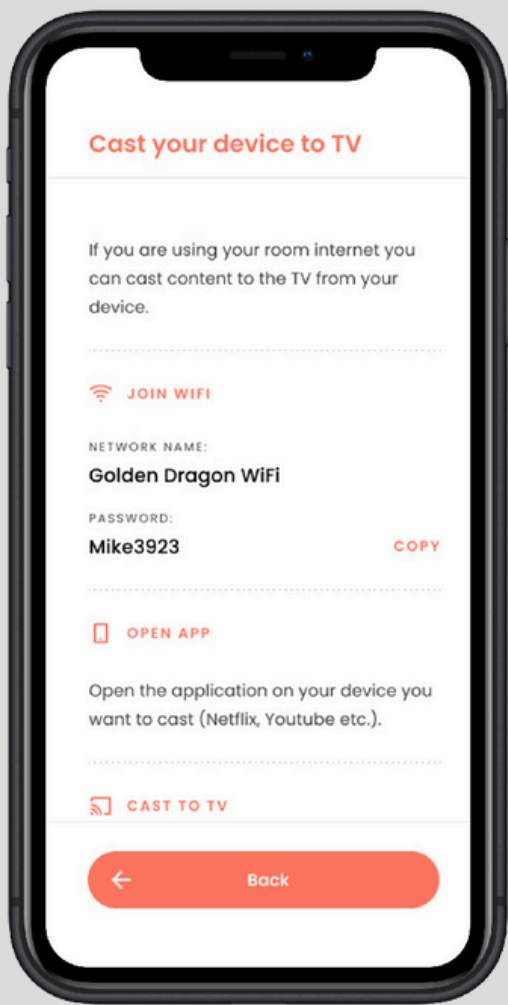
Book extra services



Chat with hotel staff

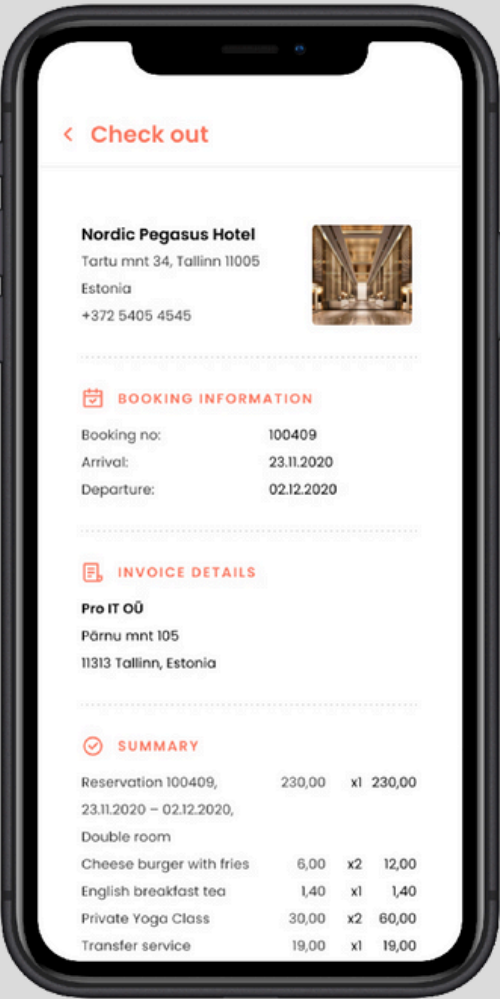


Cast content

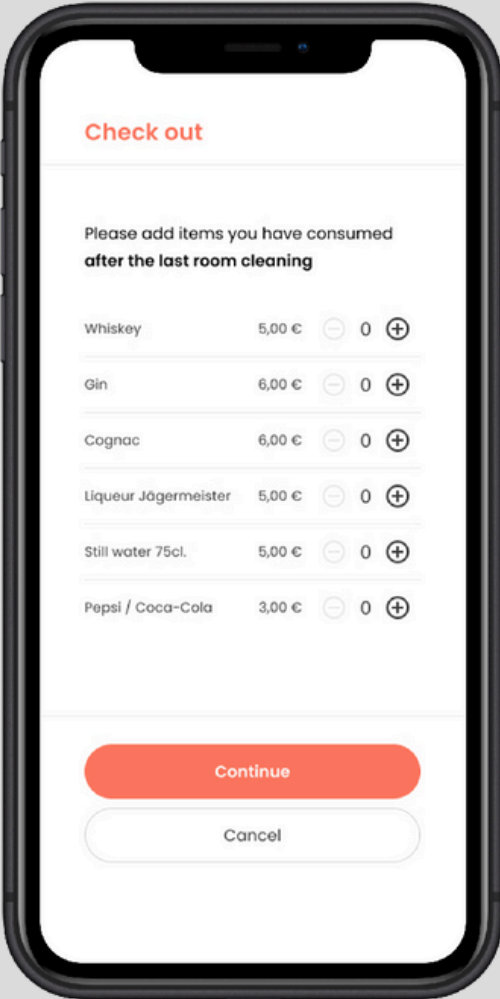


On the departure day guests can check out on their mobile phones. Invoice(s) are automatically generated from your PMS and forwarded to the guest.

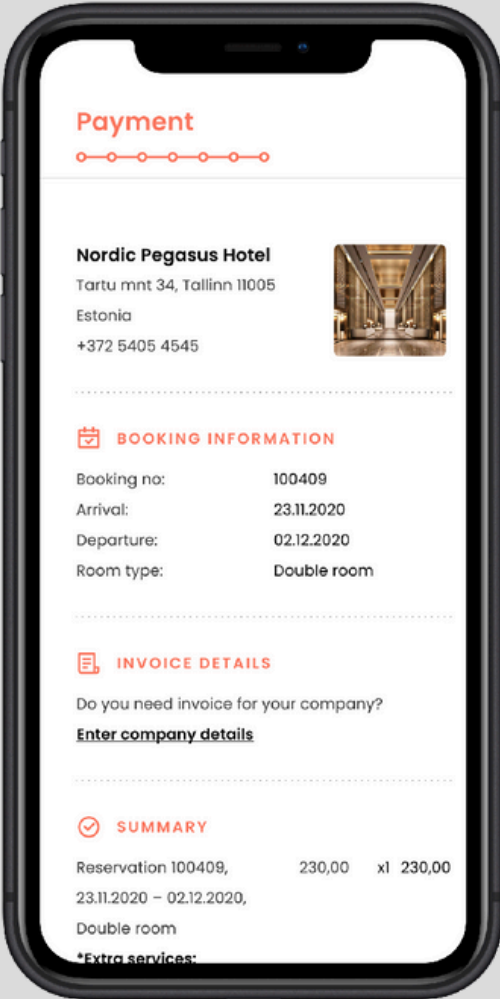
Check out



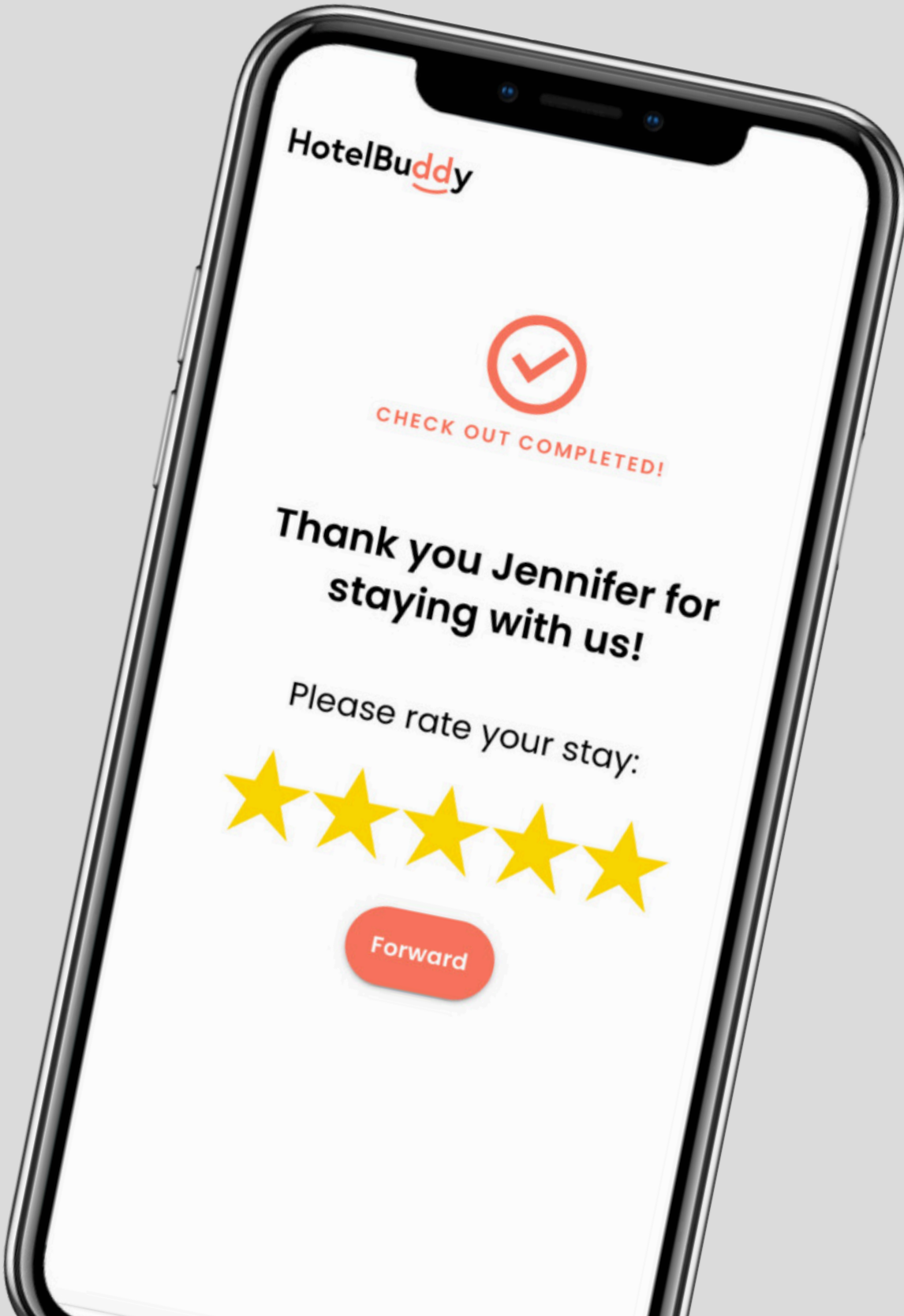
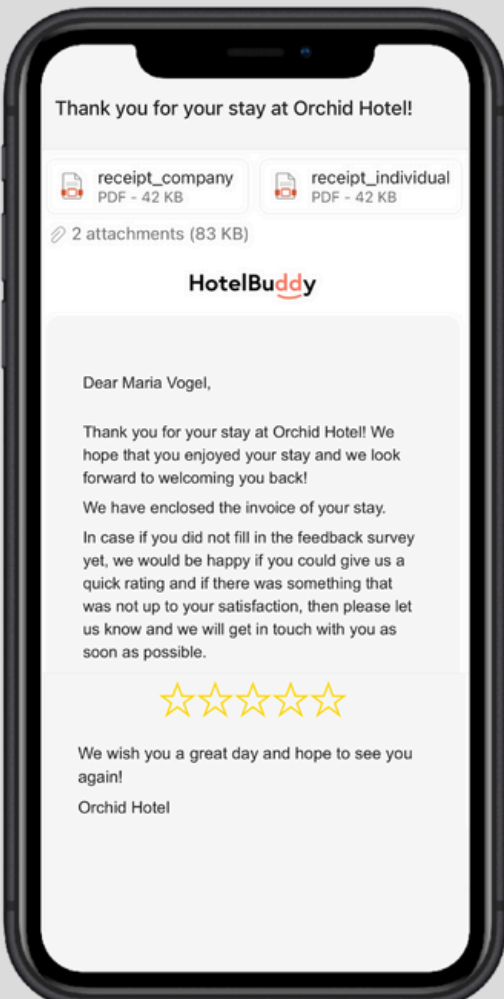
Post minibar

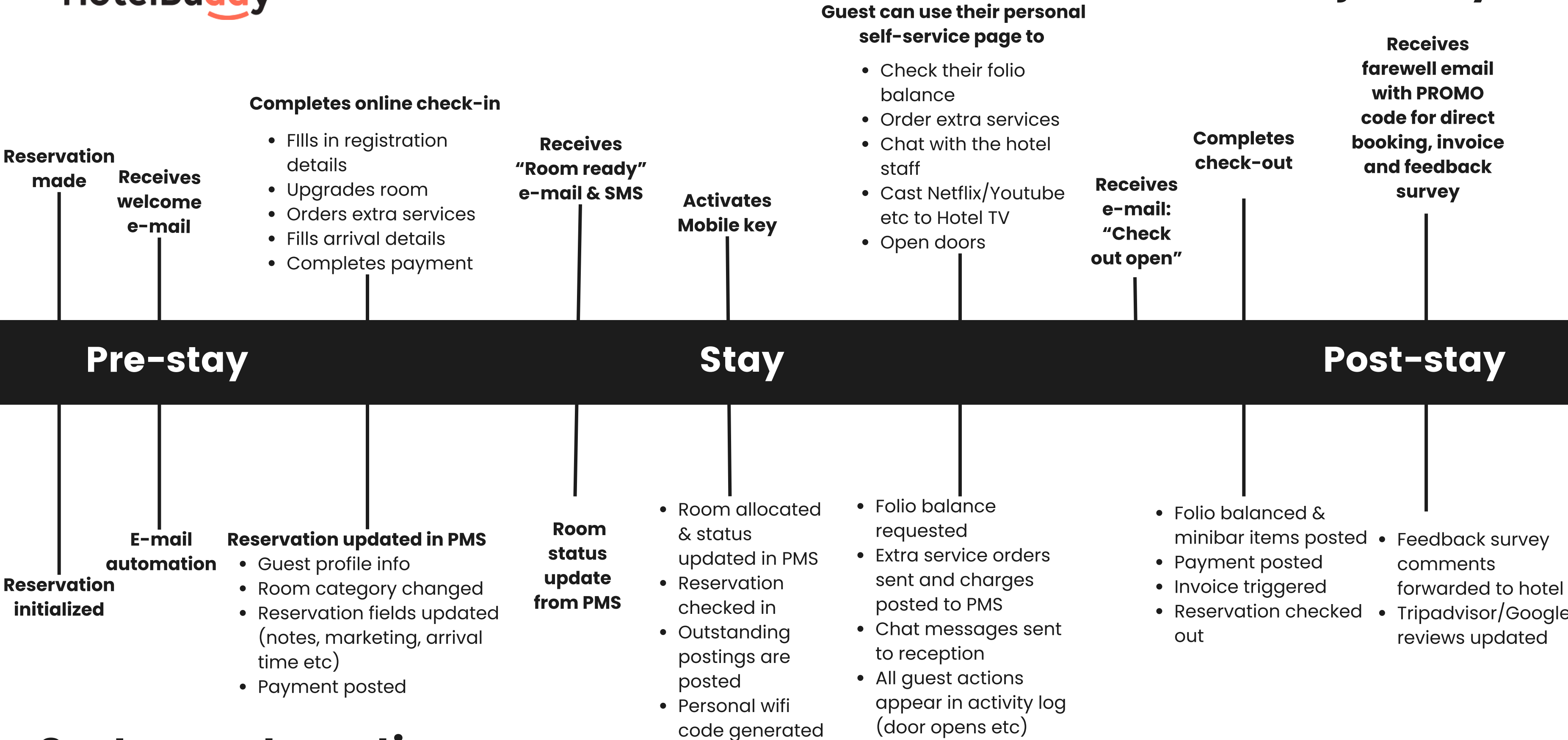


Pay



Receive invoices





*Guest solution is entirely web-based, no downloads are needed to use any of the functions



Testimonials & Case Studies

“State-of-art hotel technology”

While some may fear technology creates a detached, impersonal customer service experience, Hotelbuddy actually empowers businesses to serve customers on a deeper level by enabling personalization of marketing messages, automation of tedious tasks, and providing more efficient ways to address customer needs."

Kaidi Krimm
Marketing Manager at Nordic Hotel Forum

“Contactless mobile check-in with no door lock change”

"A web-based application that you don't need to download. You can add the shortcut to mobile home screen to reopen HotelBuddy app on the go.

Client-side design and user flow is well built and modern. The hotel side backend has a clean look, and you can get the usage statistics from the dashboard, accept/decline orders in one place. The hotel can manage all descriptions and translations itself. Automatic rules for prepayment bookings based on rate code or note fields in PMS."

Aimar Reinup
Revenue Manager at Hestia Hotels Group

“A great way to connect with your guests”

"Good upsell platform, marketing assistant, good data collector and analytics, the best way to connect with guests, get reviews and give out feedback. Really recommend!

The contactless access to rooms is easy-to-use for clients and has received great feedback from customers. No need to fill out paper registration cards and no need to take a room key card with you since everything is in mobile that is always with you! There is no need to download an app - everything works in browser! Support is always there to answer questions and solve issues."

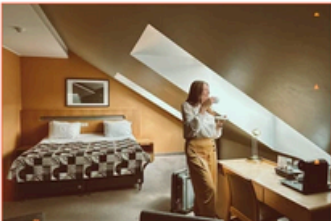
Airiin Ojala
Hotel Manager at SOHO Hotel



Case Studies

Case Study: Nordic Hotel Forum Strategic Adoption of Technology for Gues...


Located in the heart of Tallinn, the Nordic Hotel Forum features 258 guest rooms, tw...



Case Studies

Case Study: SOHO Hotel Secures Competitive Advantage by...

Located in the bustling city of Tartu, Estonia, SOHO Hotel distinguishes itself as a...



Case Studies

Case Study: Upgrading Customer Service at Hedon SPA & Hotel with...

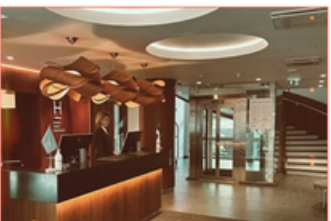
Hedon Spa & Hotel in Pärnu, Estonia, is a distinctive retreat on the white sands of Pärnu...



Case Studies

Case Study: The Impact of HotelBuddy on Eliminating Long Check-In Queues an...

Located in the dynamic Rotermanni district in Tallinn, Estonia, the Metropol Spa Hot...



Case Studies

Case Study: Enhancing Guest Experiences at Hestia Hotel Kentmanni - A...

Hestia Hotel Kentmanni, a 4-star hotel with 92 guest rooms and suites nestled in the hear...

Read full case studies: hotelbuddy.eu/blog/categories/case-studies

Guests love it too!



Marcelo T
wrote a review Mar 2024
1 contribution • 1 helpful vote



Smooth with **Hotelbuddy!**

Very nice Hotel, with good rooms, an excellent restaurant, and a breakfast buffet. And with the online check-in/out tool from **Hotelbuddy**, everything gets so much smoother and faster. Made my business trip so much better. Thanks, **Hotelbuddy!**



Pontus
Estonia

Reviewed: 25 June 2023

Very good

😊 · A big room with an air conditioner that really worked. High ceiling. Rather old furniture and lots of outlets/sockets. I liked the general feel of the hotel. Parking was good and you cannot get any more central than this. The "hotel Buddy" check in and out system, where you open your door with your mobile phone was easy and I would not mind experiencing that in more places.



66GrTravel
wrote a review May 2023
1 contribution



Nice hotel

Good hotel in the very city centre. The breakfast is wide with a lots of choices. The room could use a little updating but overall is OK. Modern solutions - you can check in beforehand and use your mobile to open the door.



Silvar
Estonia

Reviewed: 11 November 2022

Very good

😊 · Good location. All digital, dont have to carry a separate key, can open all doors from phone. Clean room.

<div>NEW</div> <div>Lite</div>	Professional	Enterprise
<div>COMING SOON</div> <div>Free</div>	<div>6 EUR room/ month</div> <div>Minimum price 120 EUR/month</div>	Ask for Quote
<div><ul style="list-style-type: none">– Web-based guest app– Digital Room Directory<ul style="list-style-type: none">– Webshop*– QR code generator– Online payments– Self-onboarding</div> <div>*3.5% commission on services sold</div>	<div><ul style="list-style-type: none">– 2-way PMS integration– Web-based guest app<ul style="list-style-type: none">– Online check-in– Online check-out– Online payments– Folio pre-view– Room upselling– Extra services sales<ul style="list-style-type: none">– Minibar sales– Digital room directory<ul style="list-style-type: none">– Webshop– Chat– Support & Onboarding</div> <div>Add-ons: Mobile key, QR Kiosk, AI Chat</div>	<div><ul style="list-style-type: none">– All features of Professional package– White Label and Custom Branding<ul style="list-style-type: none">– Other Custom features</div>

HotelBuddy

Thank you!

Interested to learn more?
Book a free demo today!

Book here: calendly.com

Email: sales@hotelbuddy.eu

www.hotelbuddy.eu



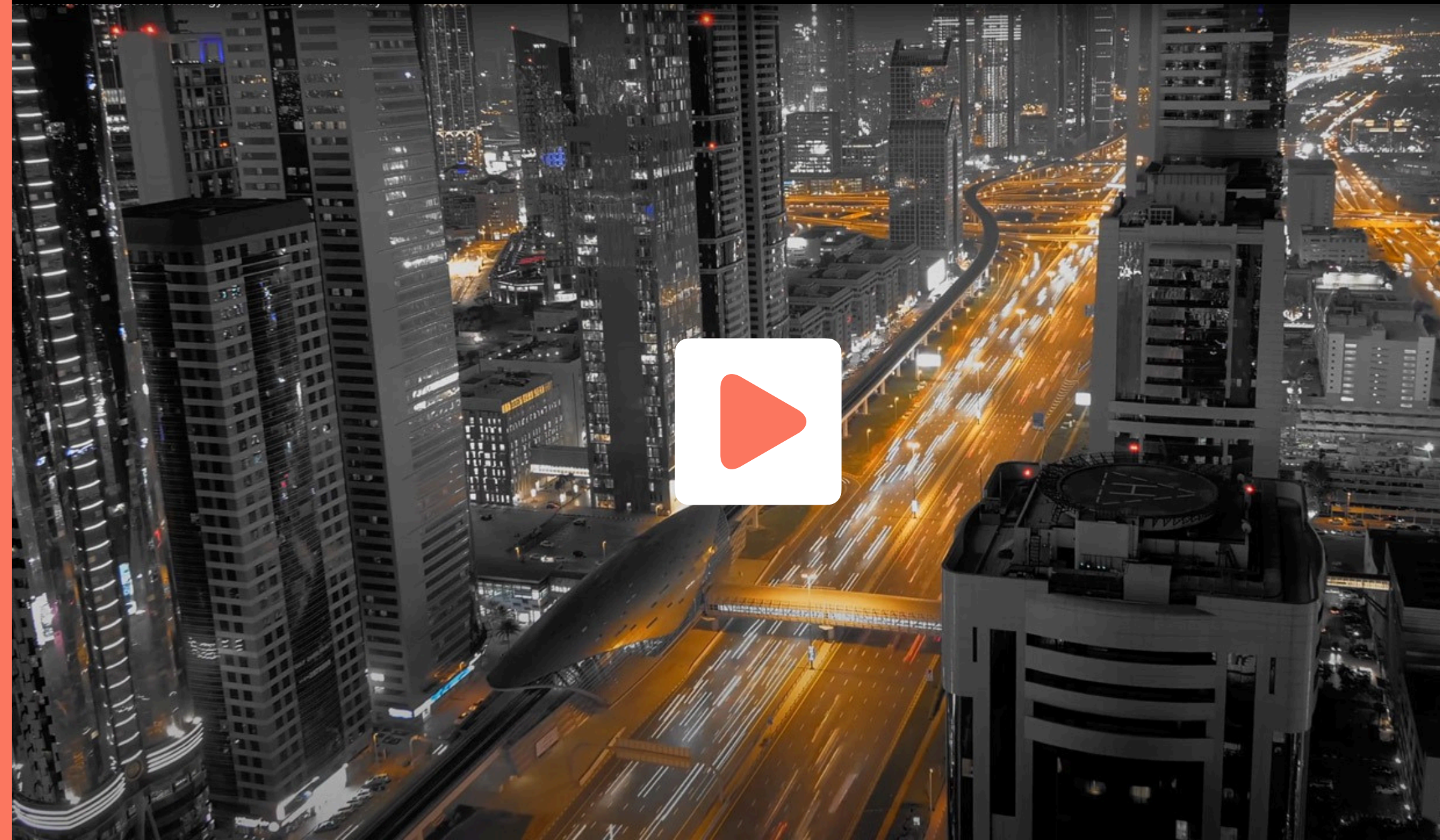
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Watch our video!