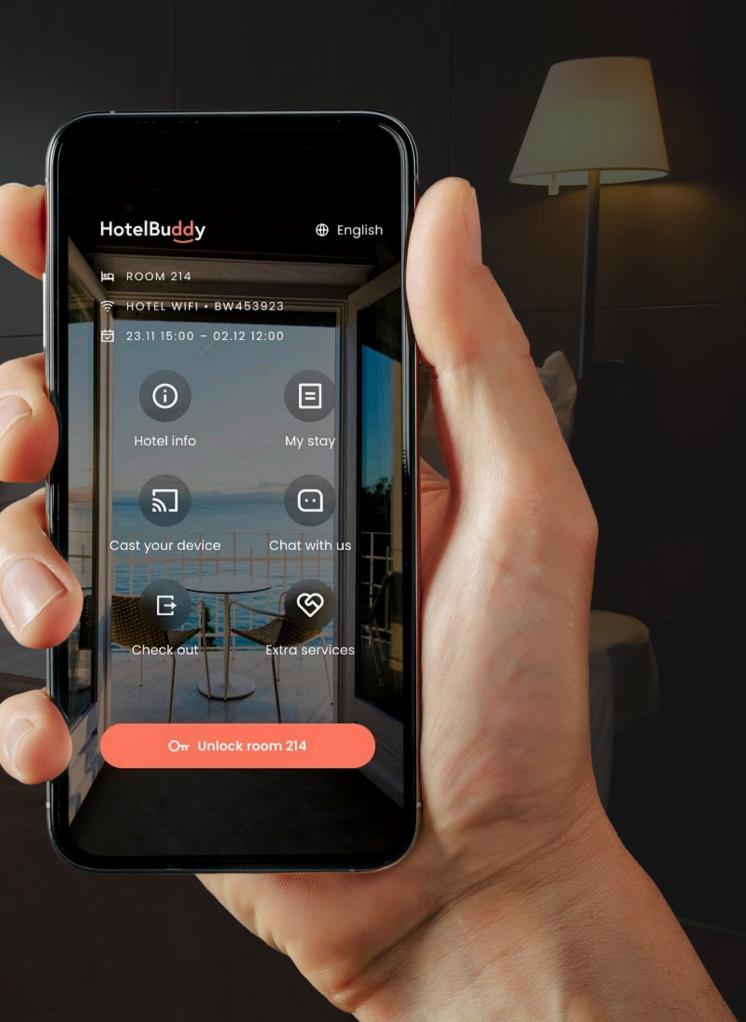
HotelBuddy

Digitalizing Hotel Operations & Guest Experience

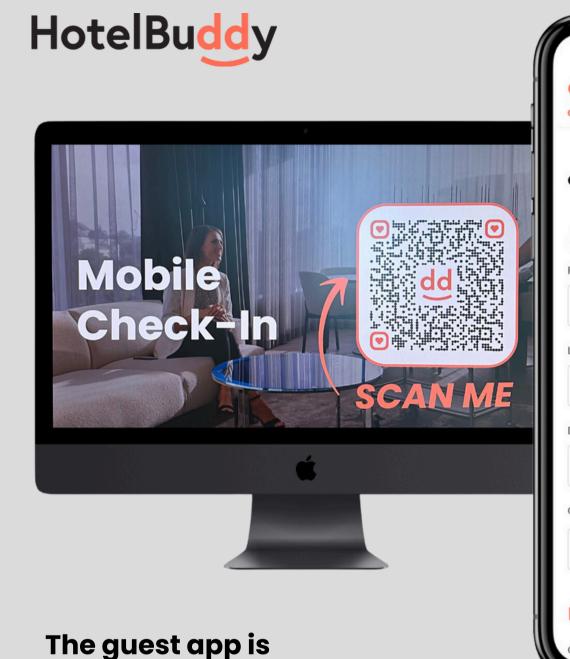
Elegant 100% web-based no-download application





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.



100% cloud-based

any app download.

and does not require

Guest details		
Guest 1	HotelBuddy	⊕ English
PERSONAL INFO	HOTEL WIFI + BW4538	
Mike	₫ 23.11 15:00 - 02.12 12	
ast name	\bigcirc	
Miller	Hotel info	My stay
Date of birth	- N	\odot
14.12.2000	Cast your device	Chat with us
Citizenship Estonia	Check out	Extra services
🕰 CONTACT INFO	Checkout	EALICI SELVICES
Our Hotel uses virtual keys th	Om Unlock roo	om 214

Guest: Fully Digital Visit

- 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



HotelBuddy				Nordic Pegasus Hotel	 My Account 	nt 🗸											
	Bashboard																
20 Dashboard																	
Q Ouests	 Occupancy = \$4% Estorions 68% = 29% Estorion 								O								
△ Orders	= 19% Swedish = 2% Other																
Tasks	6 45% Business travelers	75%	HotelBuddy	0											Nordic Peg	asus Hotel \vee	My Account \vee
 Inventory 	6 40% App users	50x		Q Guests	6												
% Campaigns		25%	20 Dashboard														
Chot	Arriving today		& Guests	Q Search									Reservation status \sim	< Today	Þ	ate from 🖌	Date to ~
Feedback	Online 9 Desk 3	BASIC STANDARD DELUXE — Ready for online check-in	Crders	Last name 0	First nome (Reservation (Arrivol :	Time :	Deporture 0	Nights ()	Ouests :	Room :	Coline check in status	Balance :	DOK ;	HB guest 0	
Housekeeping	🕒 Leaving today		▼ Tasks	Mets	Aleksander	12345678	21/11/2020	12:00	04/12/2020	1 3	2	Fre-or	Reg. completed	-52,00 C	• Yes	Yes	Send link
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			Settings														
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Integrates with your PMS:



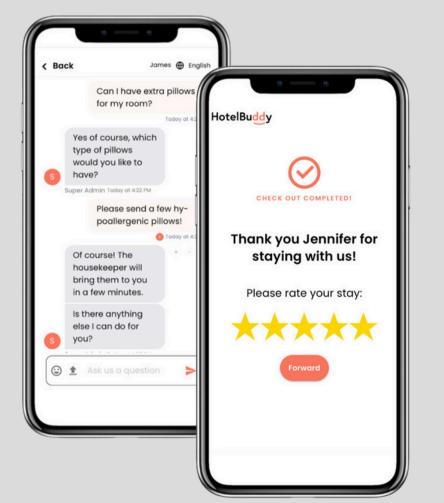
Hotel: All-in-one Admin Tool

Dashboard with KPIs

- Guest profiles
- Inventory
- Orders
- Tasks
- Campaigns
- Chat
- Feedback
- Housekeeping



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

Go Paperless

Digital documents, receipts and room directories, mobile keys

Increase Revenue

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

Save Time, Resources

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

Improve Security

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

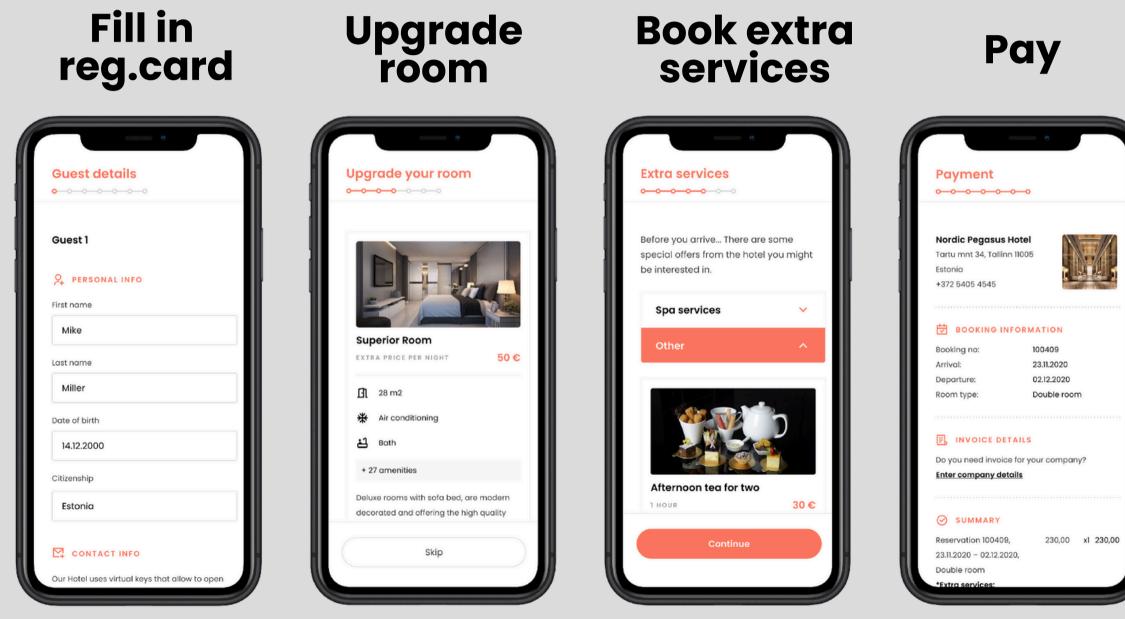


This is how your guests will interact with you using HotelBuddy:





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



Before arrival **O**-O-O

Dear Peter Jansen,

Thank you for choosing Orchid Hotel for your To fast track your arrival at the hotel, online checkin is now available.

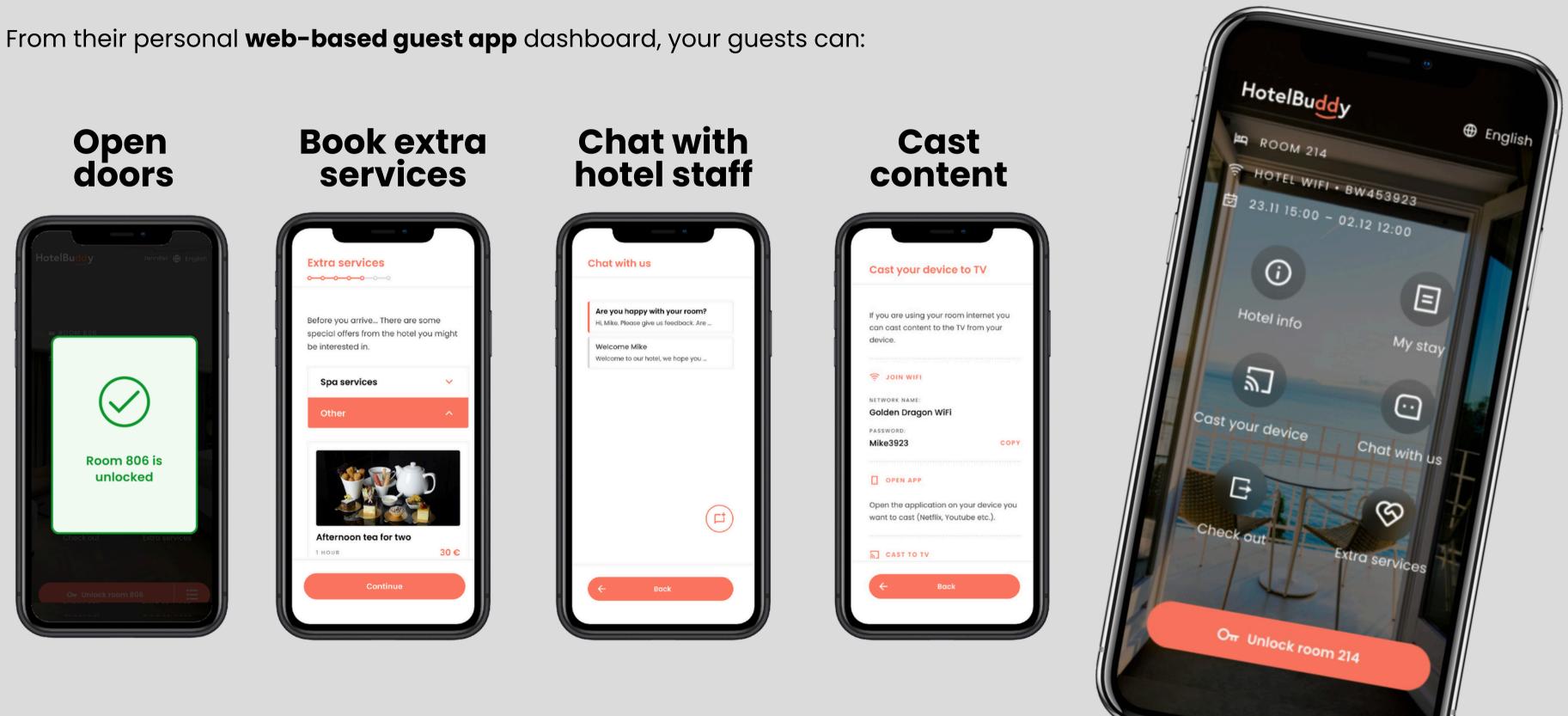
Online check in to Orchid Hotel is now

Check in

We look forward to welcoming you to Orchid Hotel! P.S. If you have received this email because you made the reservation on behalf of the guest, please forward it to them. Button not working? Try pasting this link into your browser: https://test.hotelbuddy.eu/app/landing/FdrcMymCiw0XH6xQIR7E

HotelBuddy





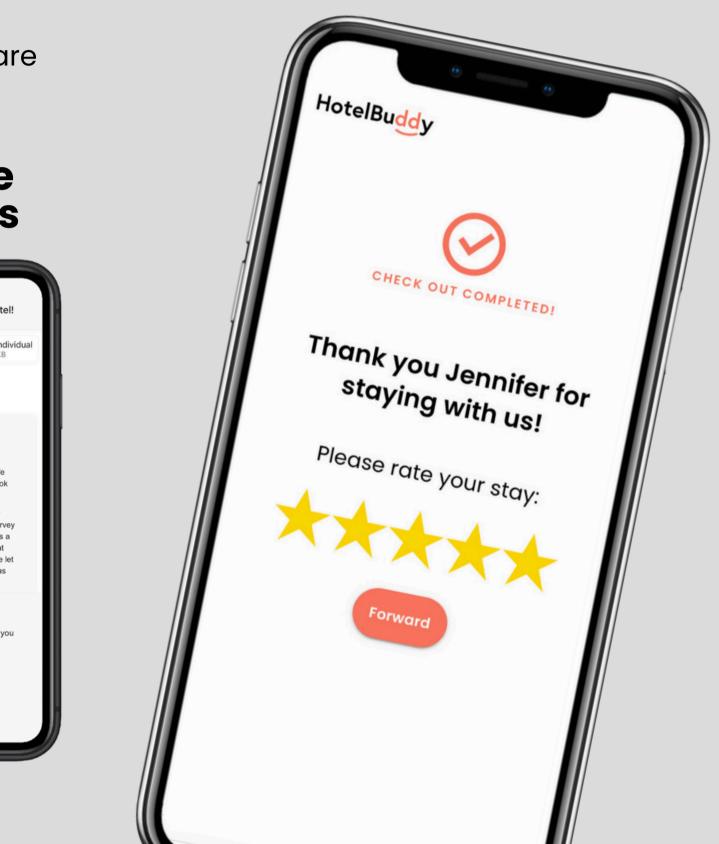




On the departure day guests can check out on their mobile phones. Invoice(s) are automatially generated from your PMS and forwarded to the guest.

Check out	Post minibar	Pay	Receive invoices					
< Check out	Check out	Payment	Thank you for your stay at Orchid Hotel!					
Nordic Pegasus Hotel Tartu mnt 34, Tallinn 11005 Estonia +372 5405 4545	Please add items you have consumed after the last room cleaning Whiskey $5,00 \in 0 \oplus$	Nordic Pegasus Hotel Tartu mnt 34, Tallinn 11005 Estonia	 receipt_company PDF - 42 KB 2 attachments (83 KB) HotelBuddy 					
BOOKING INFORMATION Booking no: 100409 Arrivat: 23.11.2020 Departure: 02.12.2020	Gin $6,00 \in \bigcirc 0$ \bigcirc Cognac $6,00 \in \bigcirc 0$ \bigcirc Liqueur Jagermeister $5,00 \in \bigcirc 0$ \bigcirc Still water 75cl. $5,00 \in \bigcirc 0$ \bigcirc	+372 5405 4545 BOOKING INFORMATION Booking no: 100409 Arrival: 23.11.2020 Departure: 02.12.2020 Room type: Double room	Dear Maria Vogel, Thank you for your stay at Orchid Hotel! We hope that you enjoyed your stay and we look forward to welcoming you back! We have enclosed the invoice of your stay. In case if you did not fill in the feedback survey yet, we would be happy if you could give us a quick rating and if there was something that					
Pro IT OŬ Părnu mnt 105 11313 Tallinn, Estonia SUMMARY Reservation 100409, 230,00 x1 230,00	Pepsi / Coca-Cola 3,00 € ○ 0 € Continue	Enter company details	was not up to your satisfaction, then please let us know and we will get in touch with you as soon as possible.					
23.11.2020 - 02.12.2020, Double room Cheese burger with fries 6,00 x2 12,00 English breakfast tea 1,40 x1 1,40 Private Yoga Class 30,00 x2 60,00 Transfer service 19,00 x1 19,00	Cancel	SUMMARY Reservation 100409, 230,00 x1 230,00 23.11.2020 – 02.12.2020, Double room *Extra services:	Orchid Hotel					







Reservation made Receives welcome e-mail	 Completes online check-in Fills in registration details Upgrades room Orders extra services Fills arrival details Completes payment 	Receives "Room ready" e-mail & SMS	Activates Mobile key	 Suest can use their personal self-service page to self-service page to balance Check their folio balance Order extra services Chat with the hotel staff Cast Netflix/Youtube etc to Hotel TV Open doors 	C	ompletes heck-out	Receives farewell email with PROMO code for direct booking, invoice and feedback survey
Pre-stay	У		Stay				Post-stay
E-mail automation Reservation initialized	 Reservation updated in PMS Guest profile info Room category changed Reservation fields updated (notes, marketing, arrival time etc) Payment posted 	Room status update from PMS	 Room allocated & status updated in PMS Reservation checked in Outstanding postings are posted Personal wifi code generated 	 Folio balance requested Extra service orders sent and charges posted to PMS Chat messages sent to reception All guest actions appear in activity log (door opens etc) 	min • Pay • Invo	o balanced & nibar items po ment postec pice triggered ervation che	osted • Feedback survey comments forwarded to hotel

System automation

Guest journey

*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 quest 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 Pārnu, 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 4star hotel with 92 quest rooms and suites nestled in the hear...

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!



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

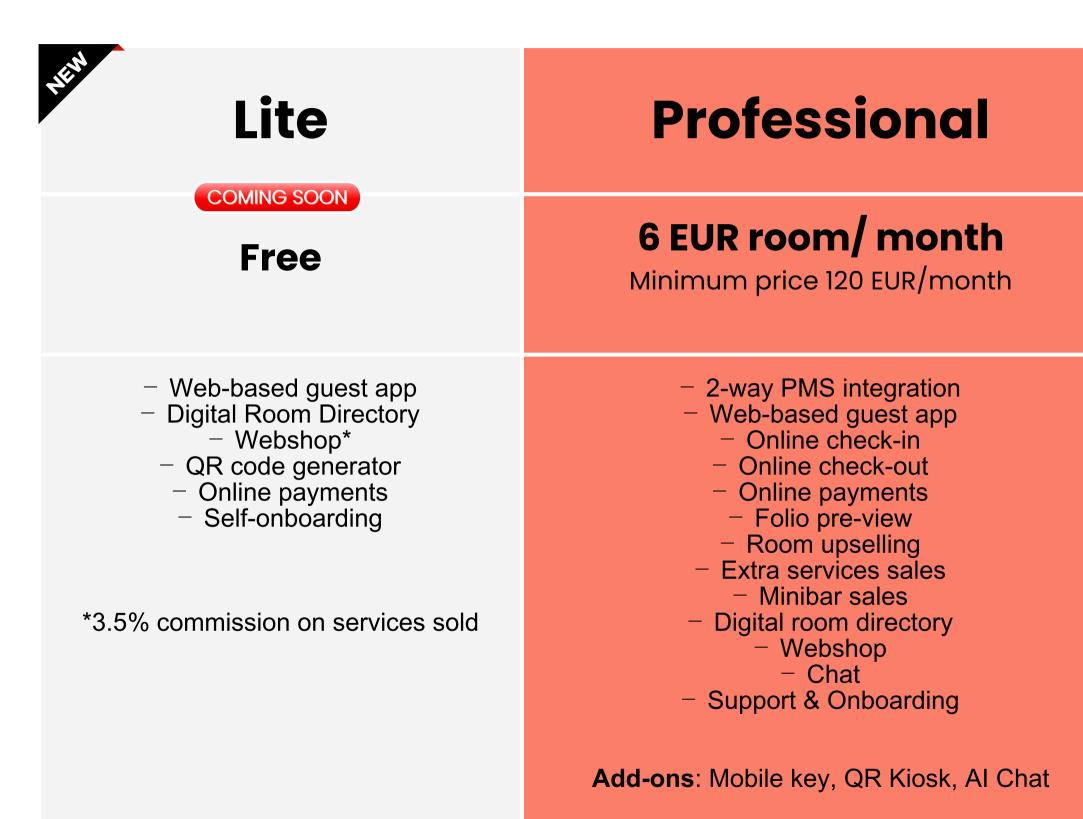
Good hotel in the very city centre. The breakfast it wide with a lots of choices. The room could use a litlle updating but overall is OK. Modern solutions - you can check in beforehand and use your mobile to open the door.



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







Enterprise

Ask for Quote

All features of Professional package
 White Label and Custom Branding
 Other Custom features



Thank you!

Interested to learn more? Book a free demo today!

Book here: calendly.com

Email: <u>sales@hotelbuddy.eu</u>

www.hotelbuddy.eu



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Watch our video!