

Guest App

Automate Your Frontdesk

Through high-end digital guest journeys



Drop.in
Enabling high-end
digital guest journeys



Standard: App Customization Tool

A sophisticated content management tool to customize and style the app to your branding.

New: automated content scheduled per season!



Mobile Check-in

The most streamlined check-in there is; collect necessary info, add extras and pay! Self Check-in completion > 60%



Digital Roomkeys

Manage access to any room in the hotel for any parts of the digital guest journey.

Available in native or web!



Integrated Upsells

Upsell opportunities through the entire guest journey: prestay, instay, postay.



Guest Communication

We enable all guest communication and maximize outreach: **Email, SMS, Whatsapp.** All messages can be curated and branded.

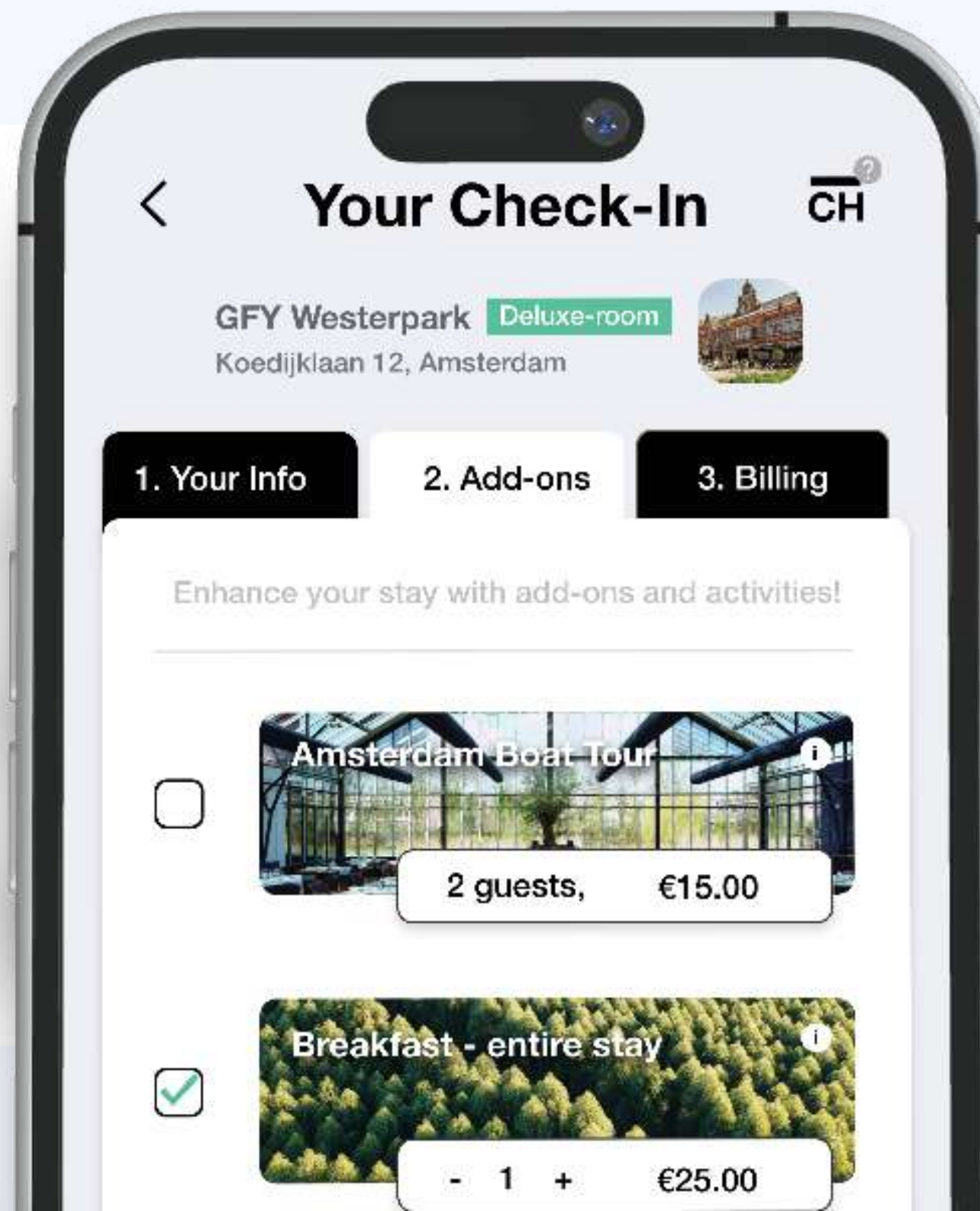




Mobile Check-in

A Modular Solution
That Covers All Steps

- ✓ Customizable Fields
- ✓ Digital Signature
- ✓ ID/Face checker



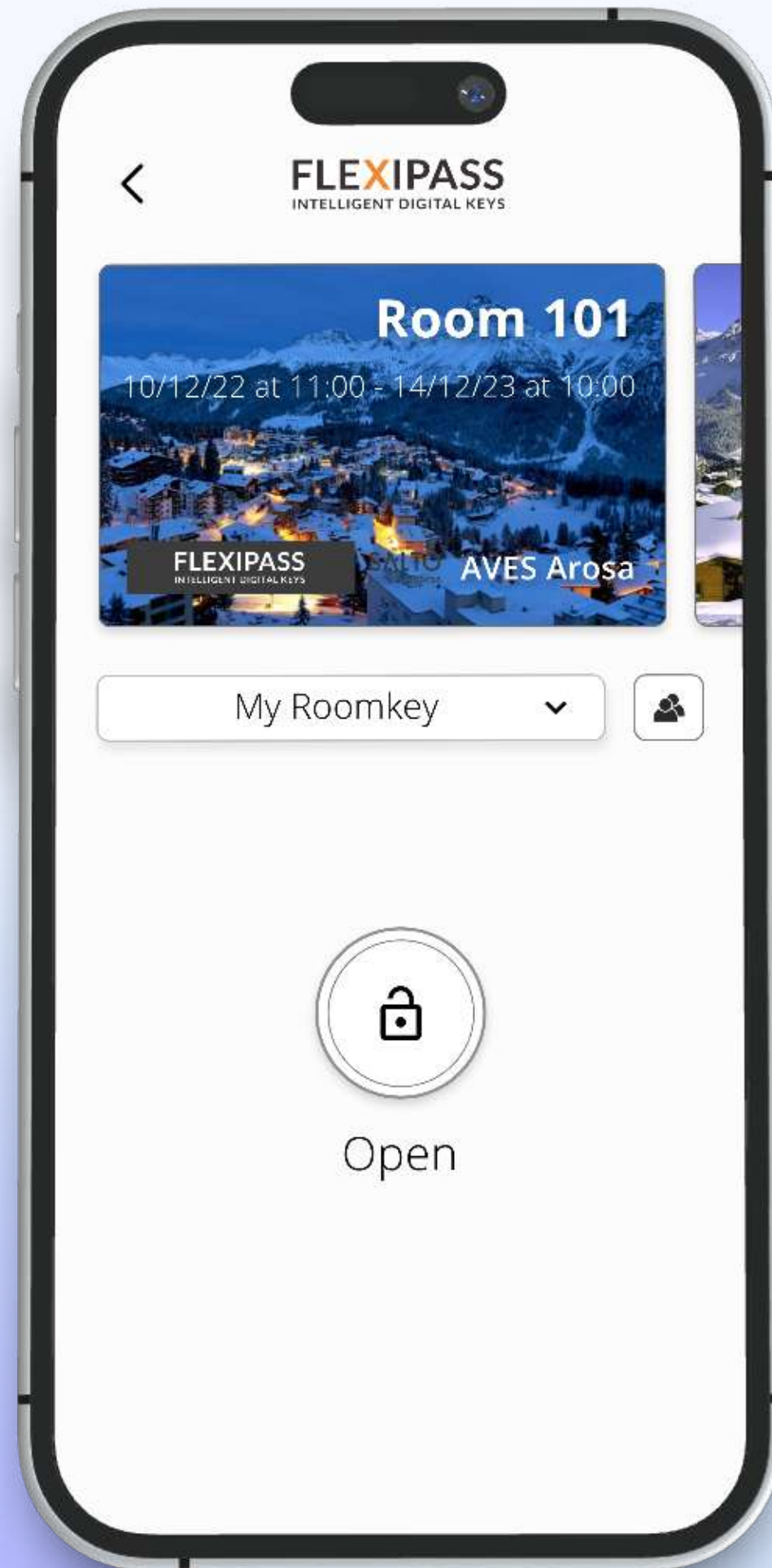
Maximize Success
& Revenue

- ✓ Quick & Easy Flow
- ✓ Check-in Upsells
- ✓ In-App Payments



Drop.in

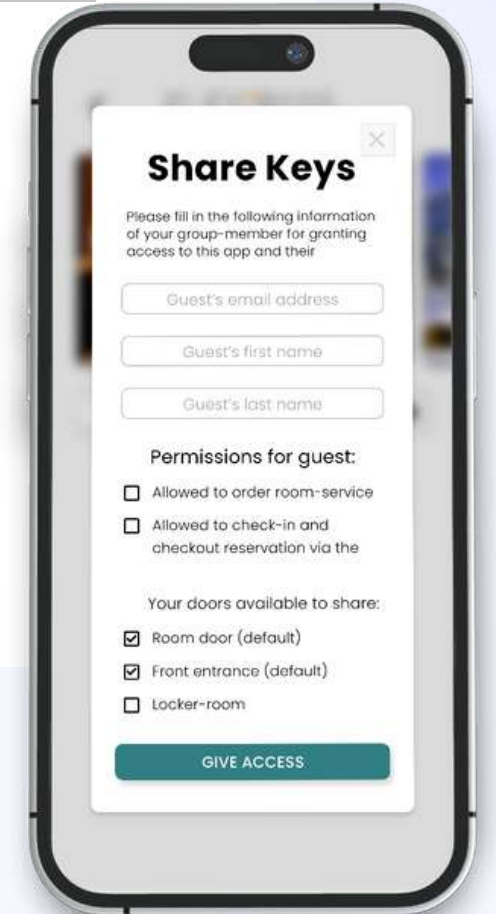
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II Digital Roomkeys

The revolutionary new way to ensure guests get immediate access to the right doors **without staff intervention**.

- ✓ Give keys for different stages of the guest journey
- ✓ Share keys to all group members
- ✓ Manage access to: common and exclusive doors
- ✓ Save plastic by using less physical cards





Integrated Upsells



Creative Upsell Opportunities

Drop.in allows your hotel to create upsell opportunities at various stages of the guest journey. Emails/SMS, during check-in and out, in app popups, and homescreen content.



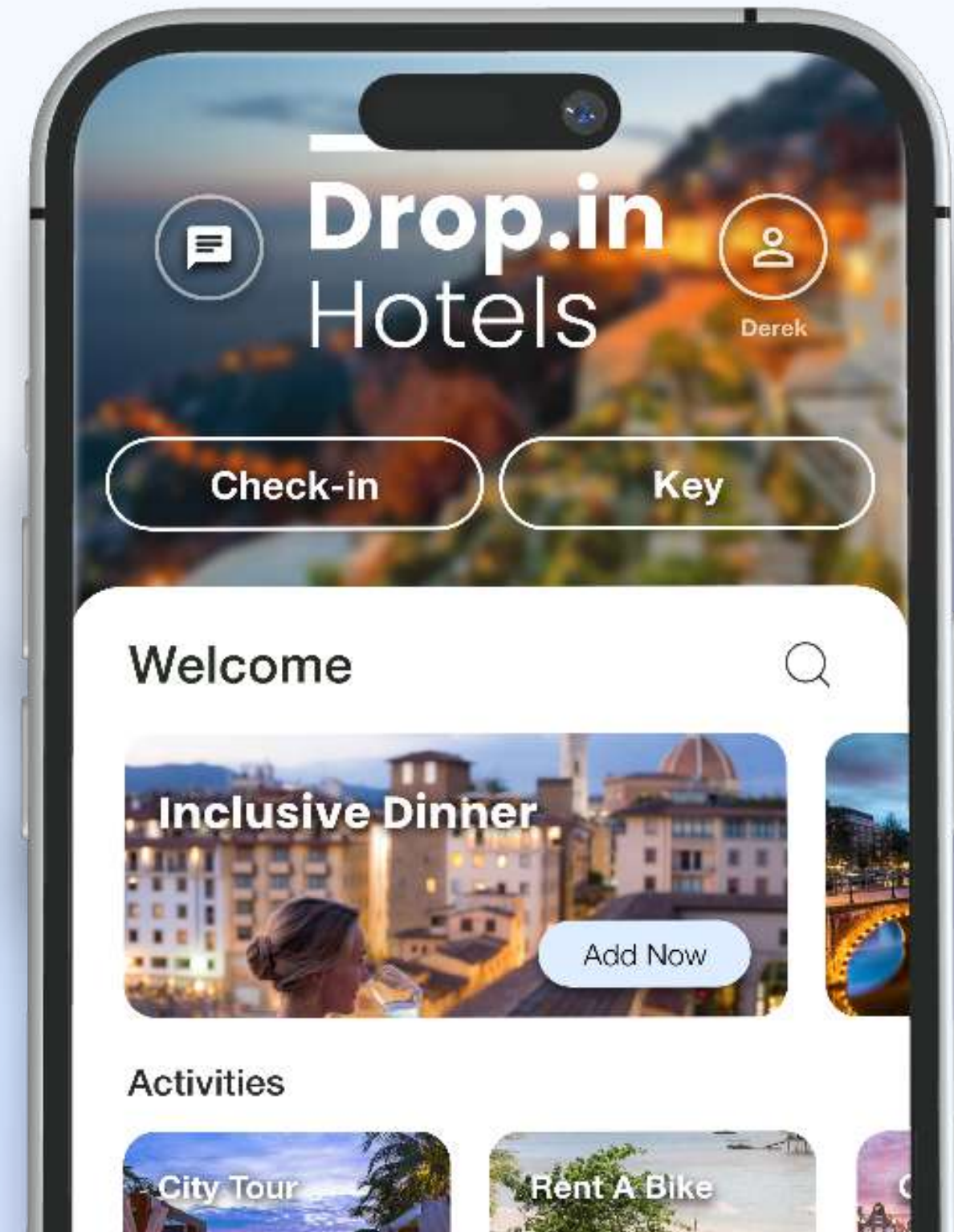
Increase Upsell Revenue +15%

Guests order on average €4.000,00 in monthly add-ons and upsells via our app. Proven upsell revenue increases range from 10% to 30%.



Upsell Emails & SMS

Our email builder allows you to create beautiful and compelling upsell emails, which can be targeted to the right guest profiles to maximize revenue.





Guest Communication

Reaching out to the guests is a fundamental part of a successful digital guest journey. Our tool-kit guarantees your guests will actually use all of your awesome digital services!

- ✓ Extensive Email and SMS Campaigns
- ✓ Email Template Building
- ✓ Offer Sending & CRM Functionalities



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The Digital Guest Journey

1

PreStay

- Guest receives automated access-email
- Guest automatically logs in with **Personalized-Link** from email
- Hotel is able to setup prestay email and upsell campaigns

2

Check-in

- Guest is able to virtually check-in before arrival-day with **PreCheckin**
- Collect all valuable details and contact info from guests
- Reminder Email & SMS's to maximize number of self check-in's

3

In-Stay / Check-out

- In-Stay **Upsell Opportunities** via mail or in-app
- Check-out reminder notifications on departure date
- Sophisticated feedback collection to increase public review score

4

PostStay

- PostStay communication and feedback
- PostStay offers

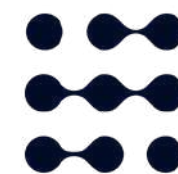
Integrations & Partners

PMS



StayNTouch

 **MEWS**



Apaleo

KEYS

FLEXIPASS
INTELLIGENT DIGITAL KEYS

SALTO
inspiredaccess

Hotek
HOSPITALITY & TECHNOLOGY

PAYMENTS



concardis
nets group

adyen
stripe