

Product guideline

How to make sure your Quicktext chatbot keeps your guests informed about your reopening initiatives?

Hi, I'm your virtual assistant



How can I help you?



Introduction

The hospitality industry has been hit hard the past few months. As hotels are on their way to safely return to business, it is critical to provide guests with the right information at the right time.

At Quicktext we strongly believe that hotel-to-guest direct and seamless communication is key to allow guests to make informed decisions and hotels to manage their expectations and create memorable moments.

This past few months only reinforced that conviction. Hotels have show transparency in their initiatives to ensure guest safety and delight, and guests – rightfully - expect it as they start making plans for their next trip.

The following pages give you a few tips on how to make sure your chatbot keep your website visitors and future guests informed.

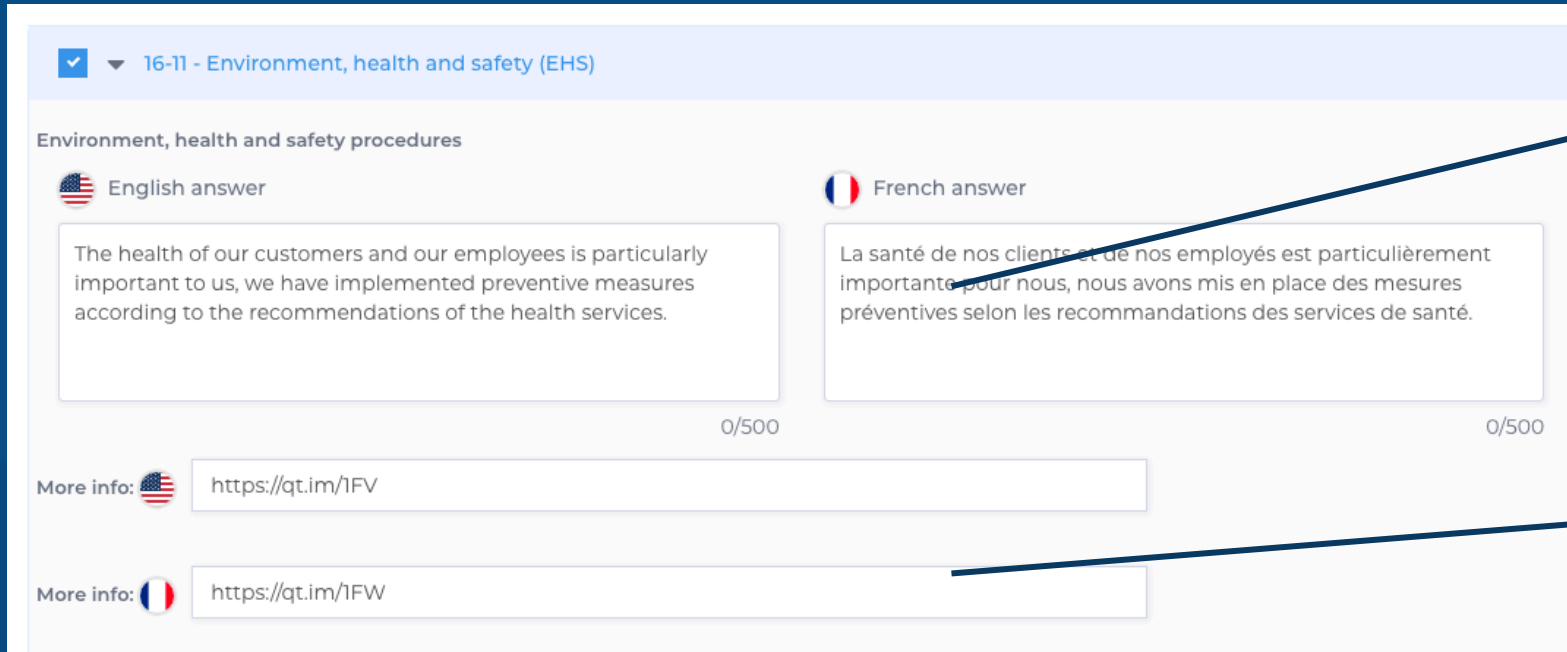
Let's go !



1. Activate the new “Environment, Health & Safety” dialog (16-11)


This new dialog allows your chatbot to answer questions about your hotel's EHS commitments. In the current context, it will answer questions about covid-19 related measures and protocols in place in your hotel to guarantee your guest a safe stay.

 > Zalia > Dialogs > General > 16-11




☒ 16-11 - Environment, health and safety (EHS)

Environment, health and safety procedures

 English answer


The health of our customers and our employees is particularly important to us, we have implemented preventive measures according to the recommendations of the health services.


0/500

 French answer

La santé de nos clients et de nos employés est particulièrement importante pour nous, nous avons mis en place des mesures préventives selon les recommandations des services de santé.

0/500

More info: 

More info: 

Describe in a few sentences/bullet points the reassuring initiatives in place:

- Hotel/country accessibility
- Cleanliness measures
- Booking flexibility
- F&B
- ...

Add a link to your hotel's dedicated health & safety webpage to provide more details

1. Activate the new “Environment, Health & Safety” dialog (16-11)

| Questions that we noticed and are covered by the new dialog | Example of a generic answer covering most searched for topics |
|---|---|
| <p>“What measure do you have in place for covid-19?”</p> <p>“How have hygiene and cleaning measures changed at the hotels?”</p> <p>“What prevention hygiene measures will staff follow?”</p> <p>“How will hotel services be affected by hygiene measures?”</p> <p>“Will masks and sanitizing gel be available for guests?”</p> <p>...</p> | <p>“National and international guests are welcome back at the hotel! Providing a safe, clean, and sustainable experience for all guests is our top priority. We fully comply with the safety guidelines issued by the World Health Organisation, and apply:</p> <ul style="list-style-type: none">- Social distancing- Breakfast in room <p>For more info click <u>here</u>”</p> |

2. Adapt the relevant dialogs to your hotel changes with a custom answer

The current situation means some specific measures have to be in place in certain areas of the hotels.

For your chatbot to always provide relevant answers and promote to your guests the initiatives you put in place, please update the content of these dialogs with specific custom answers.

Dialogs categories we recommend you update :

| | | | |
|-------------------|--------------------|----------------|-----------------------|
| Re-opening | Reservation | F&B | Hotel features |
|-------------------|--------------------|----------------|-----------------------|

See below for more details in each category.



2. Adapt the relevant dialogs to your hotel changes with a custom answer

Re-opening

| | Dialog | Suggestion |
|-------|-------------------|---|
| 10-13 | hotel open/closed | Indicate hotel reopening dates and specifics with a welcoming custom answer |

Implement in Quicktext :  > Zalia > Dialogs > Reservation > 10-13



2. Adapt the relevant dialogs to your hotel changes with a custom answer

Reservation

| | Dialog | Suggestion |
|-------|---|---|
| 10-04 | Reservation (modification, confirmation, cancellation) | State any specific policy currently in place and add the appropriate URL for your guests to manage their reservation in autonomy |
| 10-08 | Discount promo code | Activate if you currently have a special offer running. The code will be pushed during the chatbot reservation process, stimulating conversions |
| 10-26 | Rate plans & upgrades | Mention any special offer available |
| 10-05 | Cancellation policy | Indicate if there are modifications in place |

Implement in Quicktext :  > Zalia > Dialogs > Reservation > 10-13

2. Adapt the relevant dialogs to your hotel changes with custom answers

F&B

| | Dialog | Suggestion |
|-------|---|---|
| 12-XX | Breakfast (time, rates, reservation, menu, refundable, allergy free) | Explain the adaptation in place to comply with the service rules and reassure guests |
| 17-01 | Bar in the hotel | Is the bar open or not ? What are the compelling alternative if closed (in-room service?) |
| 18-XX | Restaurant (in the hotel, reservation) | Is the restaurant open or not ? What are the compelling alternatives if closed (in-room service?) |
| 18-11 | Brunch | Is the brunch open or not ? What are the compelling alternatives if closed (in-room service?) |
| 13-06 | Room service | Explain the in-room F&B alternatives you may have put in place in your property |

Implement in Quicktext :



> **Zalia** > **Dialogs**

2. Adapt the relevant dialogs to your hotel changes with custom answers

Hotel features

| Dialog | | Suggestion |
|--------|---------------|---|
| 17-10 | spa | Explain whether the element is available or not for the foreseeable future If it is available: state the specific measures in place to guarantee the safety and enjoyment of your guests |
| 17-31 | swimming pool | |
| 17-32 | fitness gym | |

Implement in Quicktext :  > Zalia > Dialogs

For extra guidance about how to implement these
changes, please reach out
to your Account Manager or drop us a line at

support@quicktext.im

Thank you.
I remain at your disposal for
further requests 😊

