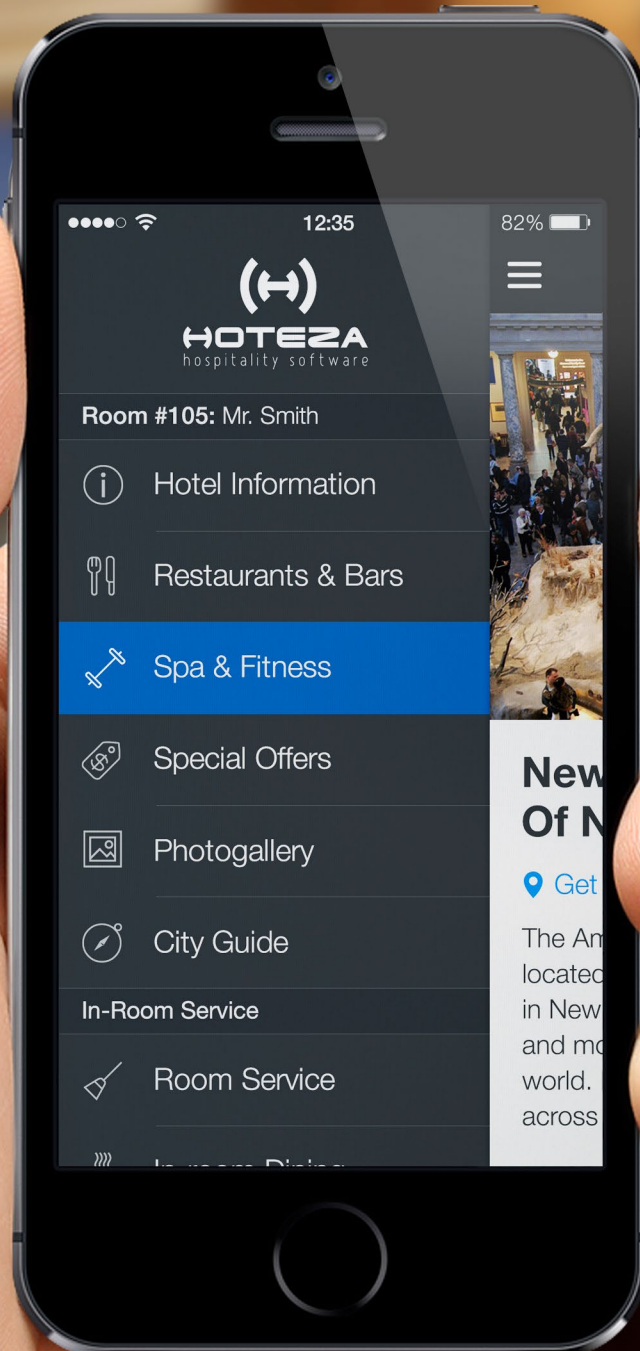




# Hoteza Mobile

The Whole Hotel in One App!



# Hoteza Mobile

Hoteza Mobile — a mobile hotel application for improving communication with your guests and creating revenue opportunities.

The application is downloaded and installed onto your guests' devices in just few seconds allowing them to use hotel services in an easy and fast way without having to call or ask reception.

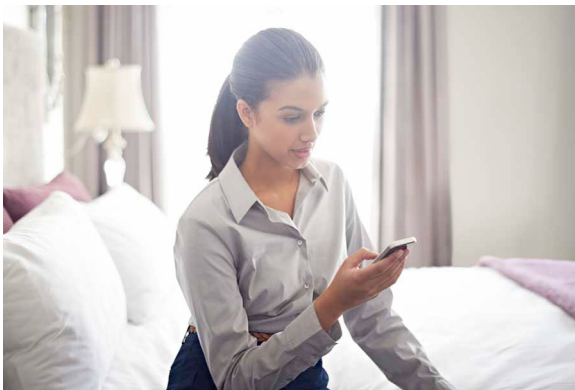
# 95%

of guests are active smartphone users during their business or leisure trips, so Hoteza Mobile will easily integrate into their lifestyle!

# 110

min/day

is the average smartphone usage time for business travelers. Harness this resource to your benefit!



## Easy to install

Guests can easily install Hoteza Mobile by using either an application store, a welcome message link or by scanning a QR code on the hotel keycard holder. Your guests will definitely try it even for convenience alone!



## Benefits everyone

Guests receive an impressive experience staying at your hotel, while your hotel gets a powerful tool for controlling its staff and communicating with guests during their stay.

# Main Features

Hoteza Mobile – a world-class easy-to-use application with robust multi-lingual web-based backend.



## Multiplatform

Hoteza Mobile is designed for most types of platforms including iOS and Android, including both the latest and earlier models. Moreover, the application supports Microsoft Mobile and Blackberry platforms.



## Multilingual

Hoteza Mobile works in 68 world languages including even Hindi and Thai! And even more impressive, the application is automatically installed in the language that is set as guest device default language.



## Offline

Hoteza Mobile also works in an offline mode. Most of the Hoteza Mobile services work without Internet access. The application is really fast and works without any download delays.



## Cloud technologies

Content and operations management is controlled through Hoteza Mobile's cloud-based back-end, which allows content changes to be made instantly from any computer or even a smartphone.



# Hotel Benefits

## Creating new revenue opportunities



As well as improving your customer service, Hoteza Mobile provides you with an ideal opportunity to promote and upsell your facilities and partner services thus generating **additional revenue**.



Thanks to the easy-to-use multi-lingual interface, Hoteza Mobile enriches the guest experience and helps to **increase in-room sales**: Room-service breakfast or dinner orders, or even a bottle of chilled champagne are all available to your guests at a touch.



The built-in virtual shop allows you to upsell the products from your souvenir shop, spa services or your special or seasonal promotions. It has been proven that the sales generated by **electronic advertising are much higher** than those generated by traditionally printed materials.



**Integration with booking systems** (e.g. booking.com) creates an additional channel of generating revenue and improves hotel occupancy rates.



# Hotel Benefits

## Enhancing the guest experience and satisfaction



Hoteza Mobile automatically installs in the **language of the guest device**. Built-in multiple language support helps remove language barriers and enhance communication with the hotel for all nationalities.



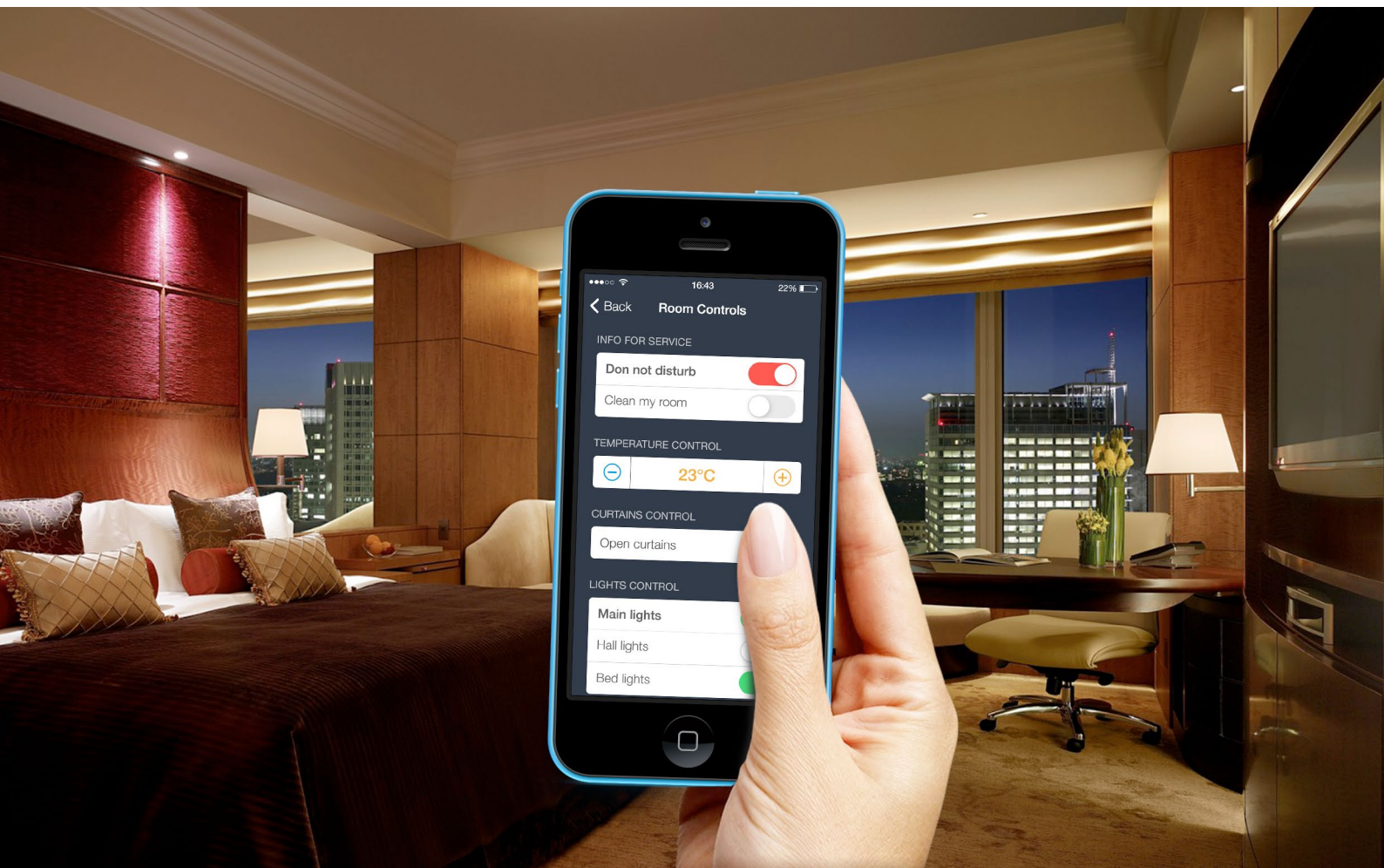
Extensive penetration of mobile devices has made messaging **the leading communication method**. More and more guests prefer to write a message or push the button rather than call Frontdesk or Concierge service. Hoteza Mobile offers you many varied and wide opportunities for such communication.



This application allows your guests to easily get in touch with the hotel staff whether to contact the general manager, report a problem or leave feedback about their stay. This significantly **improves the guest experience** and creates the wow-factor!



Hoteza Mobile provides guests with comprehensive, **up-to-date and visual information** which is limited only by your fantasy! You can easily make changes to the design, products, options, languages and prices in real-time without impacting your guests' use of the service.



# Hotel Benefits

## Instant feedback



A **built-in messenger** allows your guests to communicate with hotel staff and even directly with the hotel manager, and vice-versa. Hoteza Mobile guarantees that you receive the most accurate and genuine feedback from your guests!



The **Questionnaire module** allows you understand and analyze your guests' needs and instantly increase the guest satisfaction level.



The **Statistics module** collects information on guests' behaviour and allows you to analyze guest preferences in accordance with their guest profile: age, sex or nationality.

## Real-time analytics



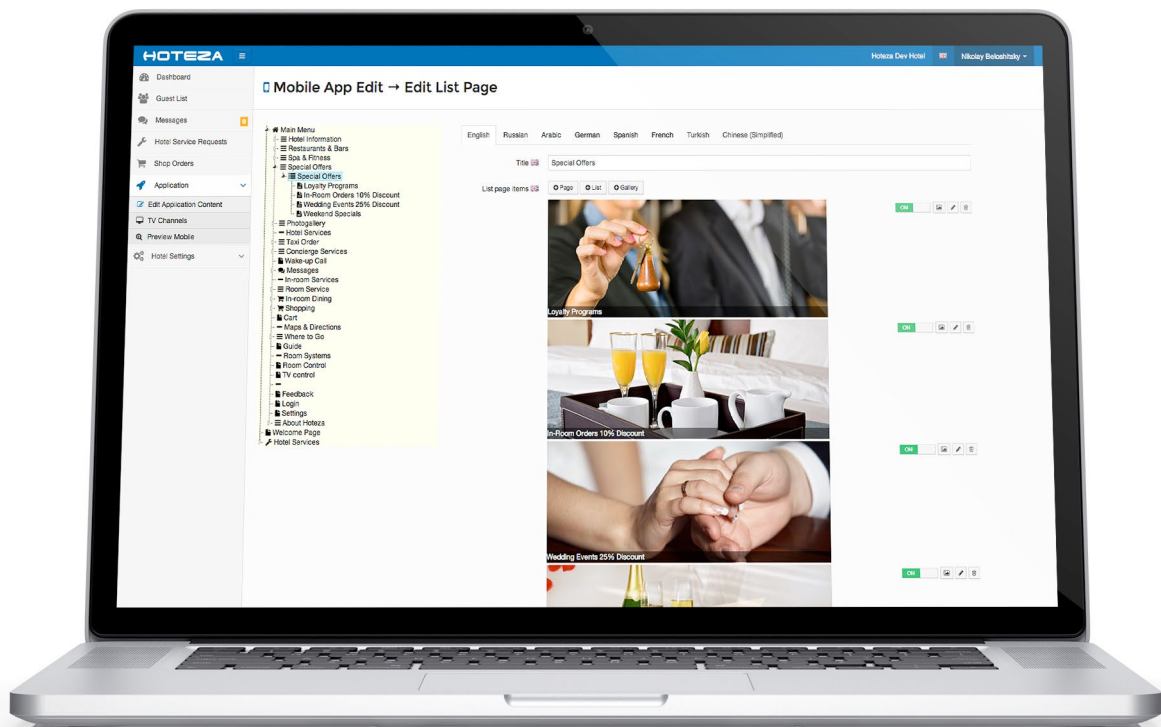
**Performance charts**, graphs and figures can be viewed in real-time providing accurate and immediate data. This helps to control and optimize the work of hotel staff.



Hoteza Mobile will help you to understand what information is of **most interest to your guests**, which services are most used, and even how much time your guests' spend using Hoteza Mobile and so on.



This information will help you **to calibrate your communication** with guest and set the focus of your guests on the most interesting sections of the application.



# Hotel Benefits

## Saving costs



All information and images normally printed in guestroom compendiums are now digitized and current – thus **saving thousands in printing.**

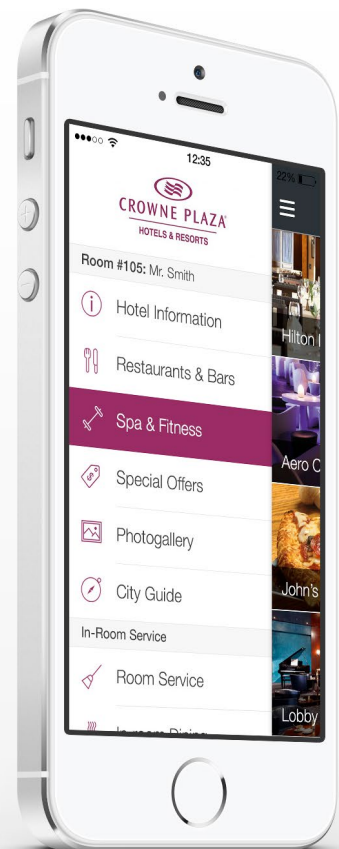
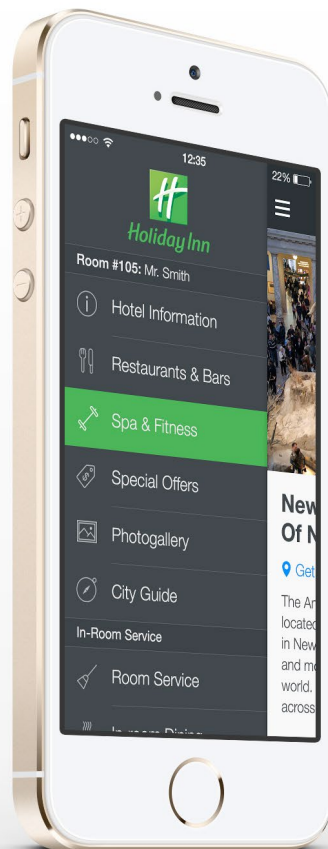
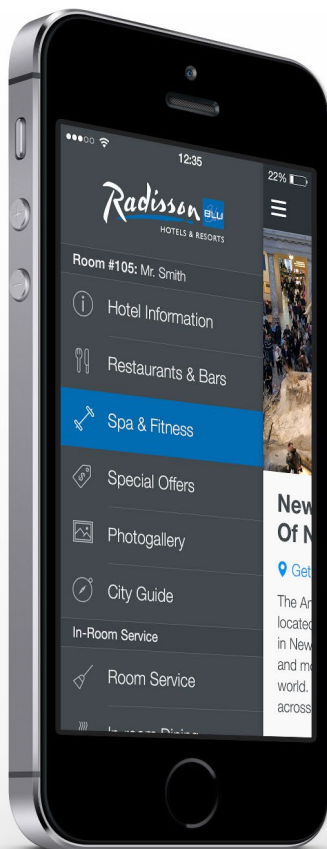


**Automation of processes** cuts costs related to Concierge and Call-Centre staff by reducing the number of guest requests handled in person or by phone.

## Tailor-made customization



Application flexibility provides you with **unlimited customization opportunities.** Hoteza Mobile will fully comply with your corporate standards or brandbook.



# Guest Benefits



## Easy-to-Use

Hoteza is designed and customized in accordance with the customary design of Facebook and Gmail, therefore your guests will **easily understand** how to use the application.



## Multilingual support

Hoteza automatically recognizes and communicates with your guests in their native language. Hoteza also integrates an automatic language translation system which helps your guests to communicate with the hotel staff, and vice-versa.



## Local area information

Detailed information on local attractions and integration with interactive maps helps to keep your guests informed about places of note and interest such as bars, restaurants, clubs, beaches, museums and so on. All designed to save your guests' time.



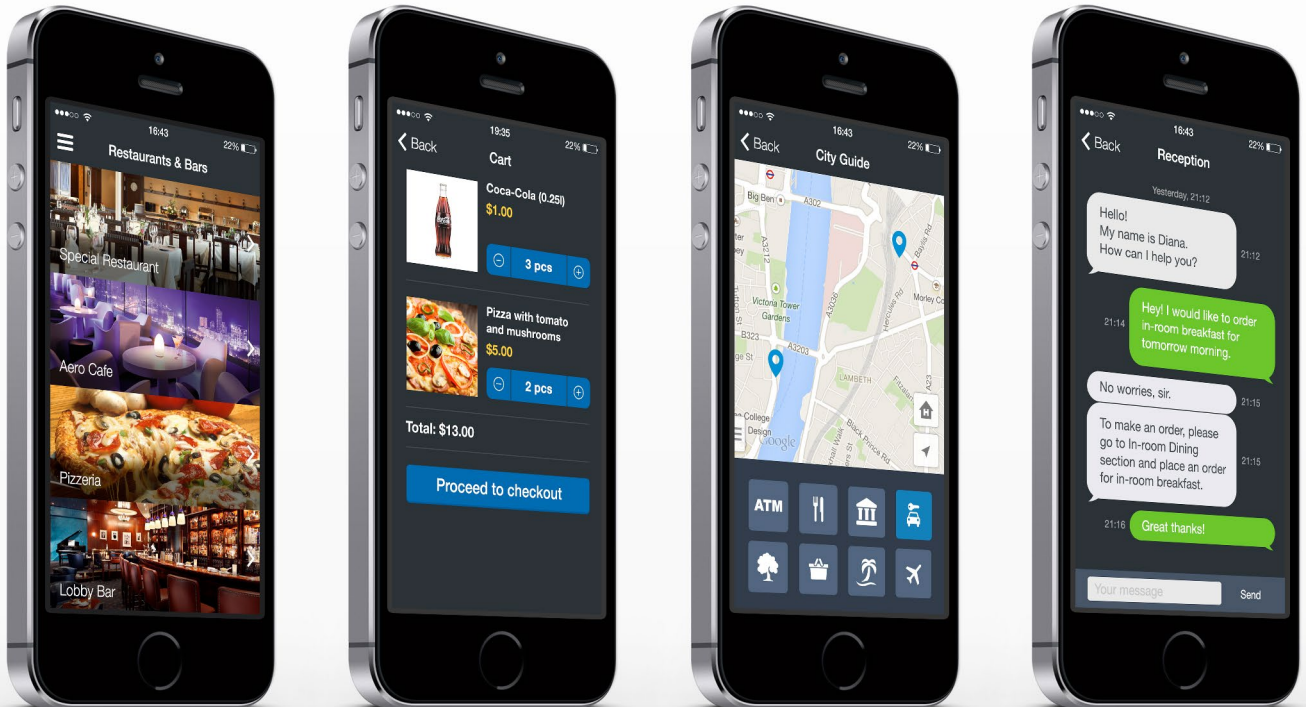
## Ordering hotel services

Ordering hotel services has never been easier using Hoteza. Through their own mobile device, leisure and business guests have access to many options to help them make the most of their stay.





# Features



## Hotel Information

- Welcome Message
- Photo Gallery
- Events Calendar
- Restaurants and Spa Info



## Hotel Services

- In-room Shopping
- Wake-up Call
- Room-Service
- Concierge Services



## Tourist Information

- City Guide
- Interactive Map
- Weather
- Airport Flight Schedules



## Communications

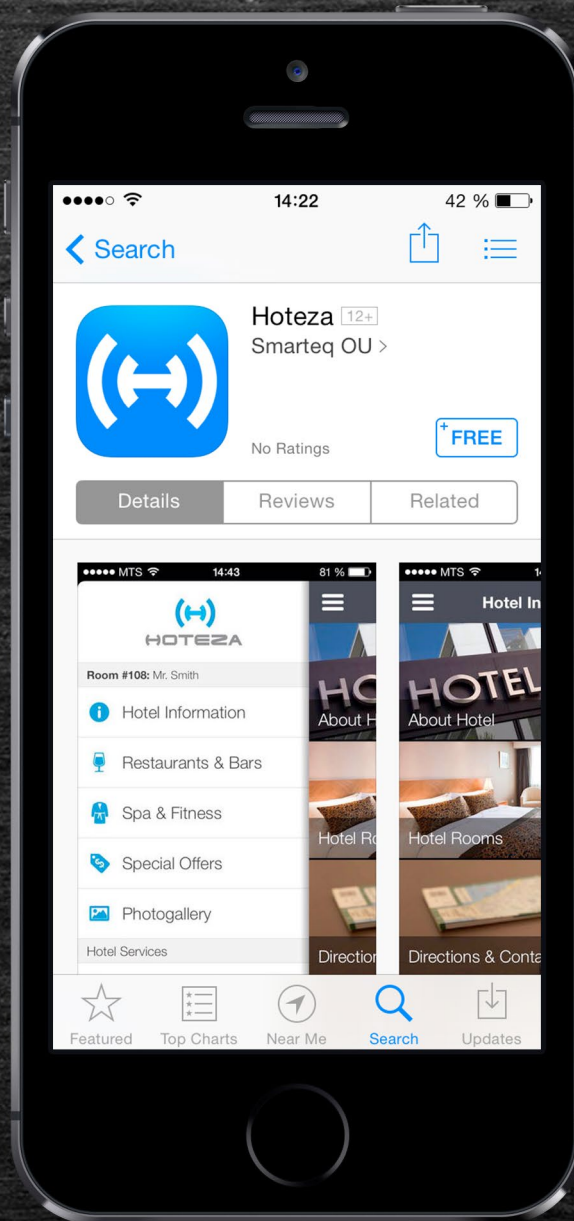
- Message System
- Push Notifications
- Questionnaire
- Social Networks



## Advertising

- Advert banners
- Special promotions

# Get your Demo right now!



[www.hoteza.com](http://www.hoteza.com)