

# Follow the Guest

## Booking

- Book your stay via phone, e-mail, OTA or Website
- Confirmation Sent by E-mail or Text Message



## Before Arrival

- Promotion offers: Early check-in/Upgrade
- Add products/information to your reservation
- Chat
- Discover Hotel Services
- Concierge
- Pre Welcome Message: "We look forward to your arrival in two days."



## On Arrival

- Personalized Welcome Message
- Easy check-in via your phone
- Smartphone as room key
- Upgrade offers
- City guide
- Present Hotel Services on landing page/TV



## During Stay

- Promote inhouse services and offers
- View bill
- Room service & Housekeeping
- E-shop
- Use your own content on room TV
- Take part of conference agenda



## Departure Day

- Promotion offers e.g. Book your next stay
- Express check-out on TV or mobile
- Order a taxi
- Late check-out offer
- Electronic Bill



## After Stay

- Thank you message
- Feedback option together with TripAdvisor
- Promotion offers. Book online!



# About us

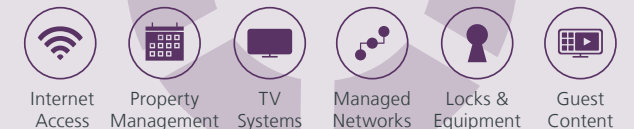
- Founded in 1994
- HQ is located in Stockholm, Sweden
- 17 offices in Europe and the Middle East
- Turnover: approx. 140 MEUR
- Number of employees: approx. 600
- Dealers in Europe, Middle East, Africa & Asia

## Corporate Support Functions:

- Independent Sales
- International Sales
- Sales Academy
- Product Development
- Network Operation Centre
- Marketing
- Financing

## Fusion

Fusion Platform is a modular platform delivering digital services to hoteliers and hospitals. It is a central hub enabling safe and stable distribution of all our technical systems and software.



**HOISTGROUP™**  
hospitality innovations.