YourWelcome

GUEST MANAGEMENT & IN-PROPERTY REVENUE DRIVING PLATFORM
FOR SERVICED APARTMENTS

CONTENTS
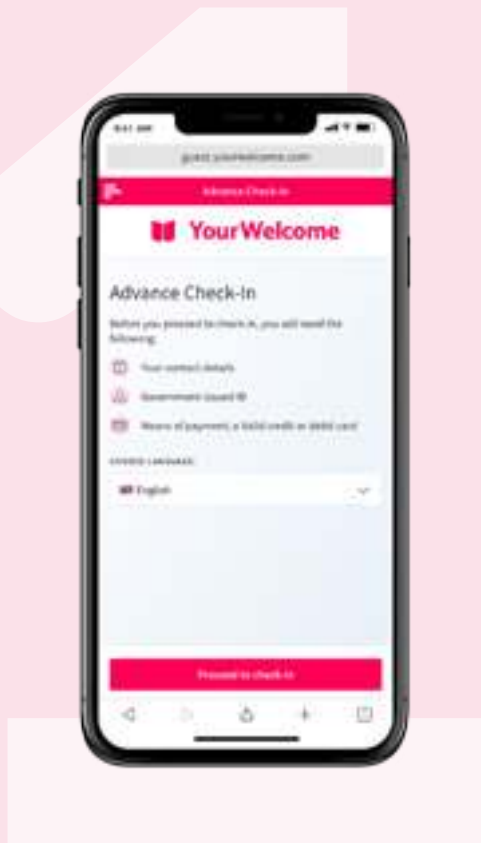
YOURWELCOME
ADVANCE

ONLINE ADVANCE CHECK-IN

**YourWelcome Advance** is an advance check-in system for your serviced apartment. The platform enables you to collect and verify important information, take advance payments from your guests and upsell services to them before they arrive.

- Guests receive SMS and email prompts to check-in

- Capture contact details

- Receive a more accurate estimated time of arrival

- Collect, store and verify identification documents (passport etc.)

- Automate booking payments and/or take secure pre-auth payments

- Upsell pre-arrival services

- Collect tourist taxes if applicable

- Have your guests sign your terms of service pre-arrival

- Send property access codes

- Deliver guest documents to relevant government authorities where applicable

- View historical guest data and store everything in a way that is GDPR compliant
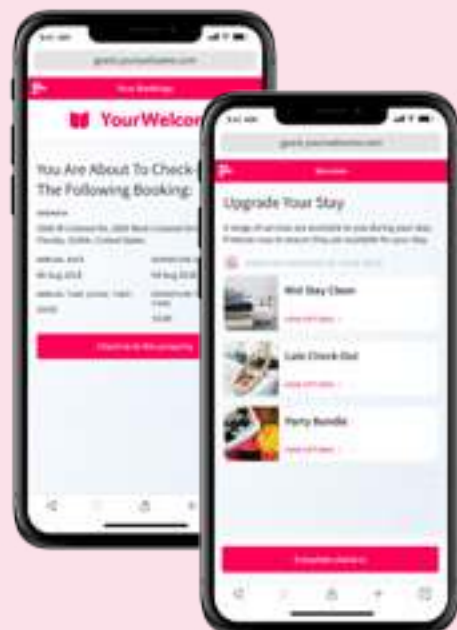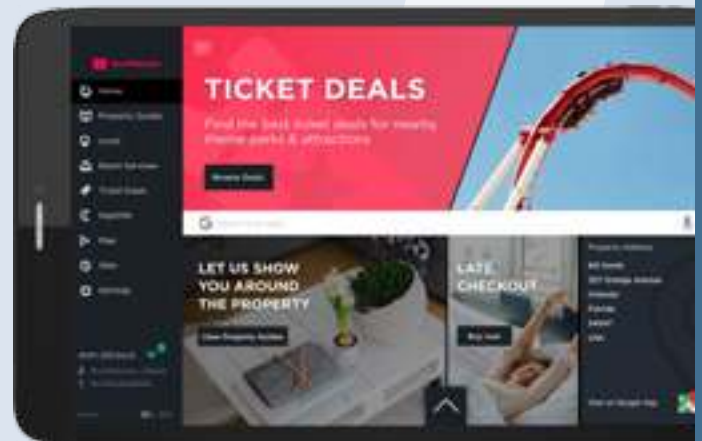
YOURWELCOME
TABLET

GUEST MANAGEMENT & MONETIZATION

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YourWelcome Tablets are easy-to-use touchscreen tablets designed specifically for serviced apartments. Cut down on management costs by leaving all your property information at the touch of a button. Guarantee that every guest interacts with your property guides by removing the hassle of having to persuade your guests to download an app on their own device.

An all-in-one guest management and monetization suite that provides material value to your business and that your guests will love to use.

- Check-In tool (not required if paired with YourWelcome Advance)

- Video and text based property guides

- Upsell additional services (e.g. late check out)

- Offer on-demand services (food delivery, tourist tickets, taxis and more)

- Local area guides and local recommendations

- Chat feature to streamline communication with guests

- Built-in web browser

- Housekeeping feature for turnover staff

YOURWELCOME ADVANCE

The pre-arrival process can be time-heavy and complicated; you have to collect important information from your guests from a number of different platforms and online systems.

YourWelcome Advance is an automated check-in system for your serviced apartment to capture guests full contact details, verify ID documents, find out and get updates on their time of arrival, upsell services you can fulfil and even take payment for their booking - all in one place. YourWelcome Advance's powerful tools help you eliminate time-consuming phone calls, WhatsApp's & emails to guests. All data captured is stored securely in a GDPR compliant manner.
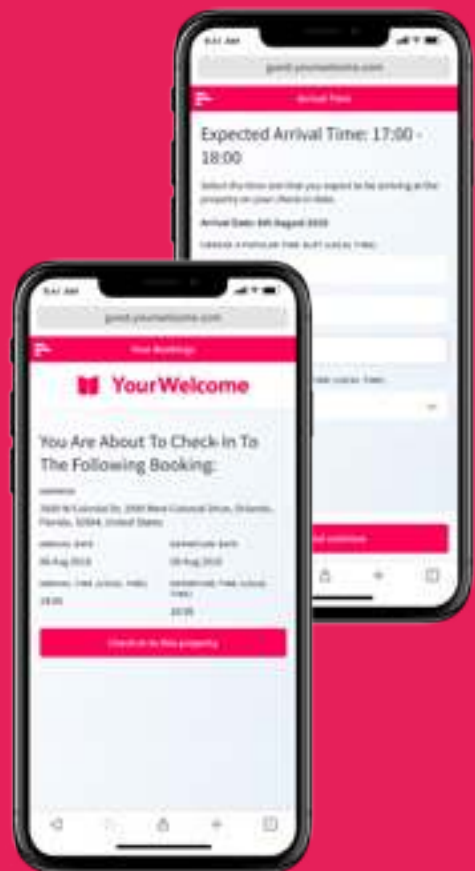
"As Skyline Worldwide has a reputation for innovation and providing the best possible experience for every guest, YourWelcome complements our vision perfectly."

Skyline Worldwide

HOW IT WORKS

1 **Guest** books accommodation (direct or via OTA)

Booking is added to PMS
(property management system) **2**

3 **Booking** is integrated with YourWelcome
(either automatically or manually)

Check-in Email/Text is sent to guest 2 weeks prior to arrival **4**

5 **Guest** checks in via YourWelcome Advance

Check-in details available in YourWelcome portal or synced back to PMS **6**

7 **Guest details** are synced to YourWelcome tablet for guest arrival

GUEST DETAILS AND DATA

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REAL EMAILS

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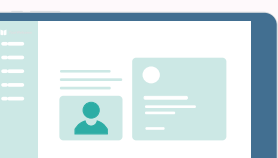Increasingly OTA's mask the guest's real email address with a proxy email - making it difficult to contact them off platform. YourWelcome Advance detects when guest's details have been hidden and asks guests to supply their real email - enabling you to send important links, telephone numbers and documents.

ADD MORE GUEST DETAILS TO YOUR CRM

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Building an accurate and complete CRM is crucial for retargeting guests to drive direct bookings. YourWelcome Advance is a fully customisable check-in experience; you choose which fields you want to capture and whether they are optional or mandatory. Ensure all guests have seen and agreed to your properties terms and conditions and that you are legally allowed to re-market to them.

ARRIVAL TIMES

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Have your guests select from 30 or 60 minute arrival slots so you can better understand their ETA for peace of mind and/or to more efficiently schedule your meet and greet staff or key drop off. Request their flight or train times so you can check their arrival times are realistic!
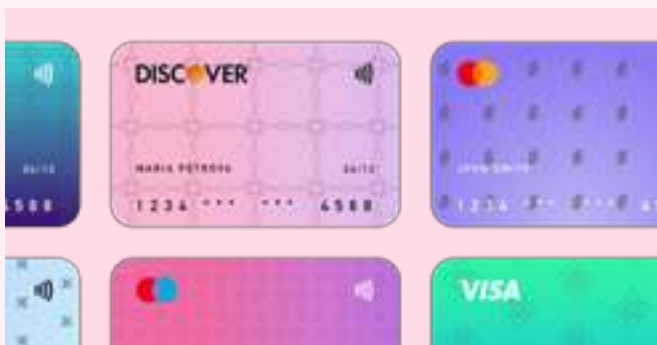
DOOR ACCESS CODES

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Use an automated system for granting your guests access to your property? Once your guests are verified and checked in you can release the door access code or details and send it via YourWelcome Advance. We're currently integrating with various door lock companies to provide automated short term codes.

GUEST
VERIFICATION
& PAYMENTS

VERIFY GUEST ID

Request guests to submit a photo of their ID via YourWelcome Advance, you can also ask high-risk customers to send a photo of themselves with their ID – helping to eliminate the risk of charge backs on stays.

YourWelcome Advance is secure and meets all GDPR requirements on how you manage and share data.

TAKE PAYMENTS

Settle the bill; add the outstanding balance to the check-in link and your guests will pay directly via a secure checkout or if the OTA platform took the payment you may want to take a pre-auth payment against incidentals or damages.

Offer and take payments in advance for pre-arrival services like early check-ins, welcome packs or equipment hire - YourWelcome Advance has payments built in.

TAXES & DOCUMENTATION

Live in a region where you need to take payment for guest taxes or copies of documentation? You can now manage this using YourWelcome Advance and submit your documents direct from your online dashboard.

CONTACT US

*If you have more questions about **YourWelcome Advance** get in touch at: sales@yourwelcome.com or +1 (321) 200 0066*

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YOURWELCOME
TABLET

YourWelcome Tablets are remotely-managed smart touchscreen devices designed from the ground up for serviced apartments. There are no websites to bookmark or apps to download, just leave a device out in your property for guests to have instant access to during their stay.
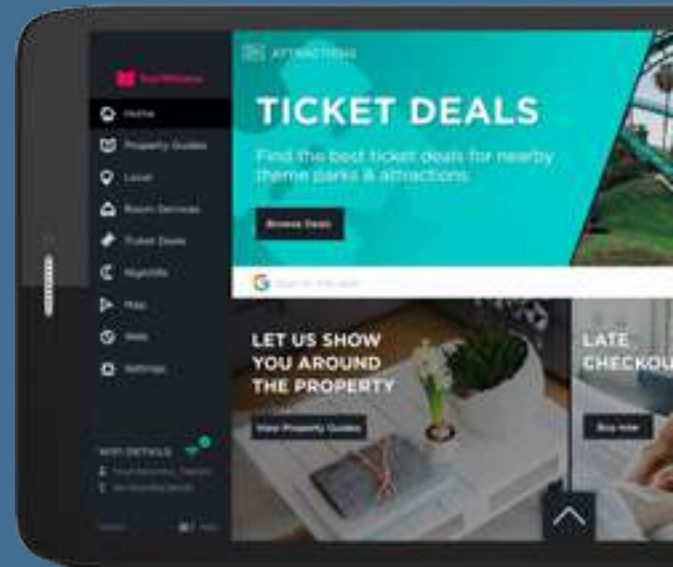
No more costly printing of in-home property binders. With YourWelcome tablets, you can offer instantly updateable video and text based property guides, local area information including your personal recommendations and upsellable items such as late-checkouts, additional cleans or equipment hire.

CHECK-IN & CUSTOMIZATION

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Whether you use YourWelcome Advance or not, you can choose to check your guests in using a YourWelcome Tablet in your property.

ALL GUESTS

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Get to know everyone staying in your property by having your guests input contact details for all (adult) members of their group. This dramatically increases your CRM contacts and provides a GDPR compliant way to capture and store the info.

CUSTOMIZABLE

—

Customize the check-in flow to capture as much or as little info as you require. From simple name, email and telephone to address, nationality, next destination and more. You can get your guests to authenticate their email to ensure validity and bolster your CRM with credible information to help with remarketing for direct bookings. You can also request a selfie in the property (using the device's inbuilt camera) to use as evidence in the event of fraudulent chargebacks.

FIRST IMPRESSION RATING

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Gather a quick and easy 5-star first impression rating from your guests as soon as they enter your property. You'll receive an email notification of the rating immediately which will give you a chance to react and contact your guest if its 3 stars or under to help rectify any issues and prevent bad reviews from disgruntled guests.

IN-PROPERTY BRANDING

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Add your own logo and color-scheme to the tablet to ensure the experience matches your brand as closely as possible. With our pro-plan, customers can upload their own banners to display on the home page of the device which will increase your own brand awareness and help with repeat bookings. Use the banners to link guests directly to your website or mailing list or market your additional services.

PROPERTY GUIDES

From interactive property guides to instant messaging – we've designed a range of features to help reduce the amount of time you spend managing each of your properties.

MULTI-LANGUAGE SUPPORT

Your guests set the language as they check-in, and all of the content you add (including property guides and local recommendations) is automatically translated into the chosen language of your guest. If you want to supply your own translations, you can upload them via the YourWelcome Dashboard.

REDUCE OPERATING COSTS

Harness the power of video guides and show your guests exactly how to use the features and appliances of your property - they can follow what you do, pausing along the way and re-watching whenever necessary. Alternatively, leave text based instructions and even include pictures or links to YouTube URLs for commonly solved questions about generic items like broadband or appliances.

Empower your guests to resolve questions themselves. This is proven to help reduce the number of call-outs which in turn saves on your operating costs.

Say goodbye to laminating your in-home manuals and update everything instantly via an online dashboard. This means they're never out of date.

U.S. ENGLISH	ITALIAN
CHINESE	JAPANESE
FRENCH	SPANISH
GERMAN	PORTUGUESE

EARN REVENUE

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Add a new revenue stream to your business by monetizing your guests during their stay. YourWelcome has a built-in e-commerce platform enabling you to sell additional items (such as late check outs & equipment hire) to your guests. In addition, YourWelcome has partnerships with leading on-demand partners for tourist tickets, food delivery and more to earn a passive income from guest spend.

Increase your revenue per guest stay with YourWelcome.

BUILT-IN SALES PLATFORM

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Offer guests additional services during their stay to enhance their experience and drive additional revenue. The YourWelcome e-commerce platform lets you set up and sell anything you like to your guests during their stay. Most popular items include late check outs, equipment hire, additional cleaning and cot hire. Guests pay securely through the YourWelcome platform and you have complete control over whether to accept or decline requests for services.

ON-DEMAND SERVICES

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We have partnered with leading on-demand services to offer tourist tickets, food delivery, car hire, airport transfers, tour guides and more. Offer your guests direct access to these leading services and make a passive income on every booking.

LOCAL AREA GUIDES

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Your guests will find everything they need to know about your local area in expertly written property guides, created by the YourWelcome team. Our writers research the most exciting activities, popular dining spots and best neighbourhoods that are relevant to your property.

Add your own recommendations to the map – let your guests know where you think the best places in your local area are to eat, drink and party, so they can live like a local during their stay.

ADD YOUR OWN RECOMMENDATIONS

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Highlight all of your favourite places. Powered by Google Maps; guests can get contact details, view the official website and even get directions – all of this can be sent to their phone, so they'll always know their way around.

GUEST
COMMUNICATION

WELCOME VIDEO

Welcome guests to your home with a welcome video; it's your chance to introduce your brand, the property and a little about the local area. It's the first thing your guests see after checking in and is your chance to greet them in person, without actually being there.


INSTANT MESSAGING

Turn on instant messaging to communicate with guests during their stay. You'll see the guest's name and preferred language and you can share photos, links and messages instantly.

MANAGE CONVERSATIONS

You manage all conversations in one place and can delegate individual team members to each property - our instant messaging app is simple to use and available on almost any of your personal devices.
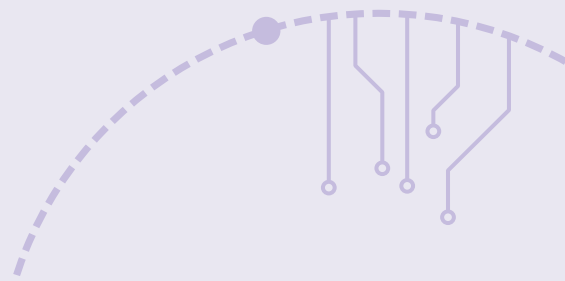
DATA CAPTURE & GUEST FEEDBACK

Alongside capturing valuable info during the check-in process you can create surveys and gain useful insights by analysing how guests are using the tablets – all the information you need to grow your customer base.

IMPROVE RATINGS WITH ANALYTICS

All YourWelcome plans include an analytics area where you can see anonymized statistics to better understand what your guests want from their stay. Build a real picture of your guests; track purchases, search behaviour and other usage trends across your portfolio - by understanding what your guests want from their stay, you can tailor the experience accordingly.
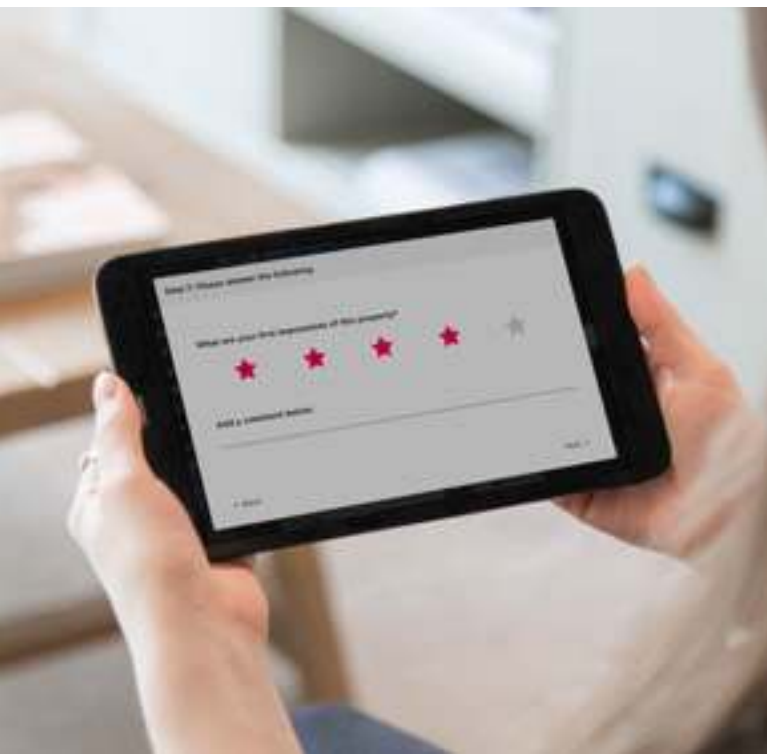
CHECK-OUT SURVEYS

Gather valuable feedback by triggering survey questions to appear during their booking; from their first impressions of your place, to the vital **Would you stay with us again?** Gain insights such as; what could be done to improve a stay and ensure you're consistently giving a 5 star service.

REMOTE GUEST MANAGEMENT

DASHBOARD

Your house manual need never be out-of-date again. The YourWelcome dashboard allows you to control all your properties and manage all your guests from anywhere. Update all of the content on your tablets from anywhere via our online dashboard. Never leave out of date printed info for your guests as any content added via the dashboard automatically syncs across to the tablets every 15 minutes.

RESERVATION CALENDARS

YourWelcome integrates out-of-the-box directly with some of the most popular PMS (Property Management Systems) and OTA's in the ecosystem. Importing bookings and guest information from your favourite operations software is as simple as touching a button. With more partnerships to be announced over the next few months, you can sync your calendars to ensure your bookings remain up to date.

HOUSEKEEPING FEATURE

YourWelcome's housekeeping feature enables you to manage your turnover process remotely. You provide a simple and easy-to-use list of tasks to your housekeeping team via the YourWelcome tablet, without relying on them to download an app on their phones. They can add comments and photos - enabling you to remotely make decisions about any problems that have arisen.

CONTACT US

*If you have more questions about **YourWelcome Tablets** get in touch at: sales@yourwelcome.com or **+1 (321) 200 0066***

YourWelcome

Improve the guest experience with
YourWelcome's seamless check-in and
in-property tools. Let YourWelcome be the
front desk for your serviced apartment.

The future of guest engagement.
Get in touch for a demo and see how it can
benefit your serviced apartment.