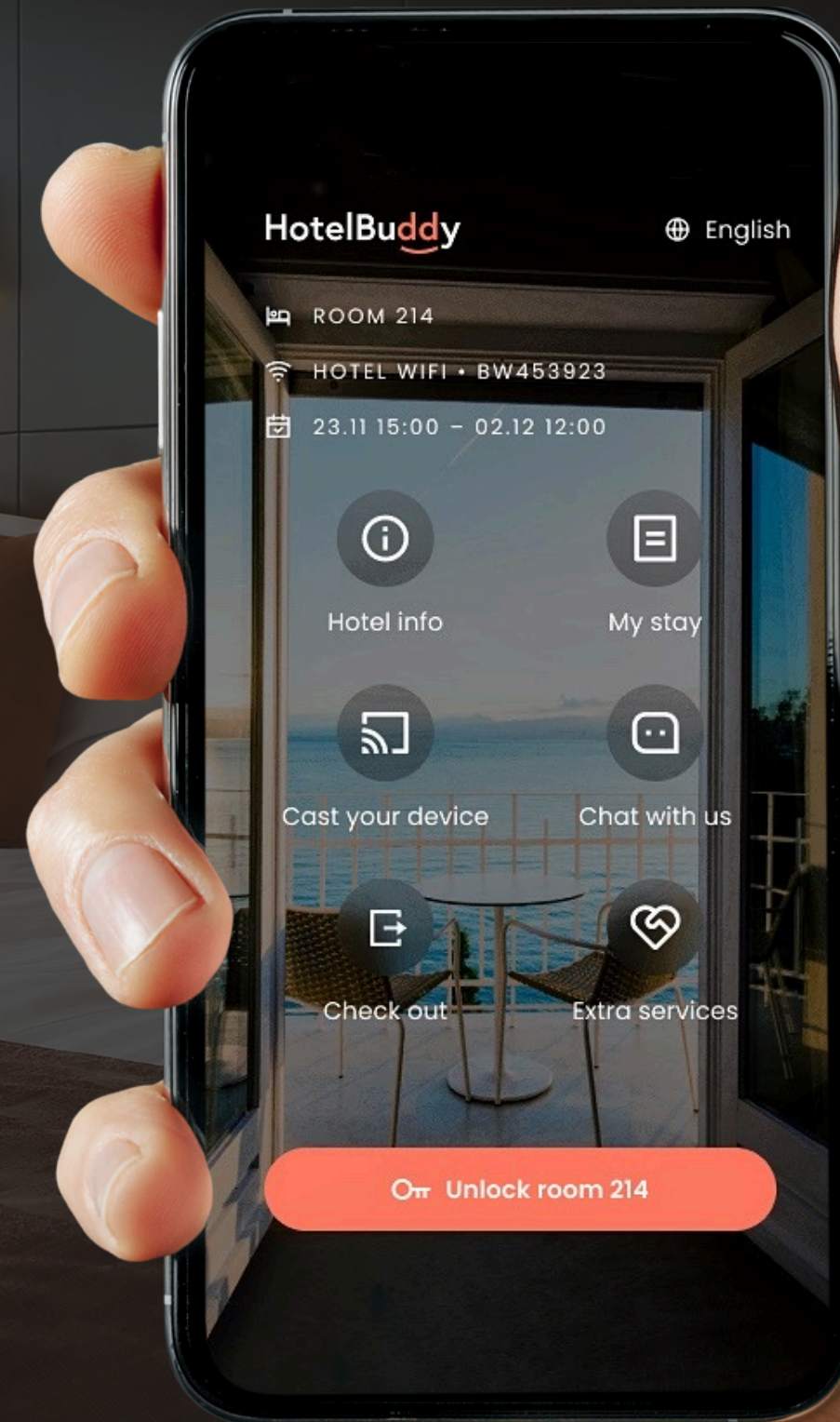HotelBuddy

Digitalizing
Hotel Operations &
Guest Experience

Elegant 100% web-based
no-download application

HotelBuddy ⊕ English

🛏 ROOM 214
📶 HOTEL WIFI • BW453923
📅 23.11 15:00 – 02.12 12:00

ⓘ Hotel info   ▤ My stay

📡 Cast your device   💬 Chat with us

⮐ Check out   ♡ Extra services
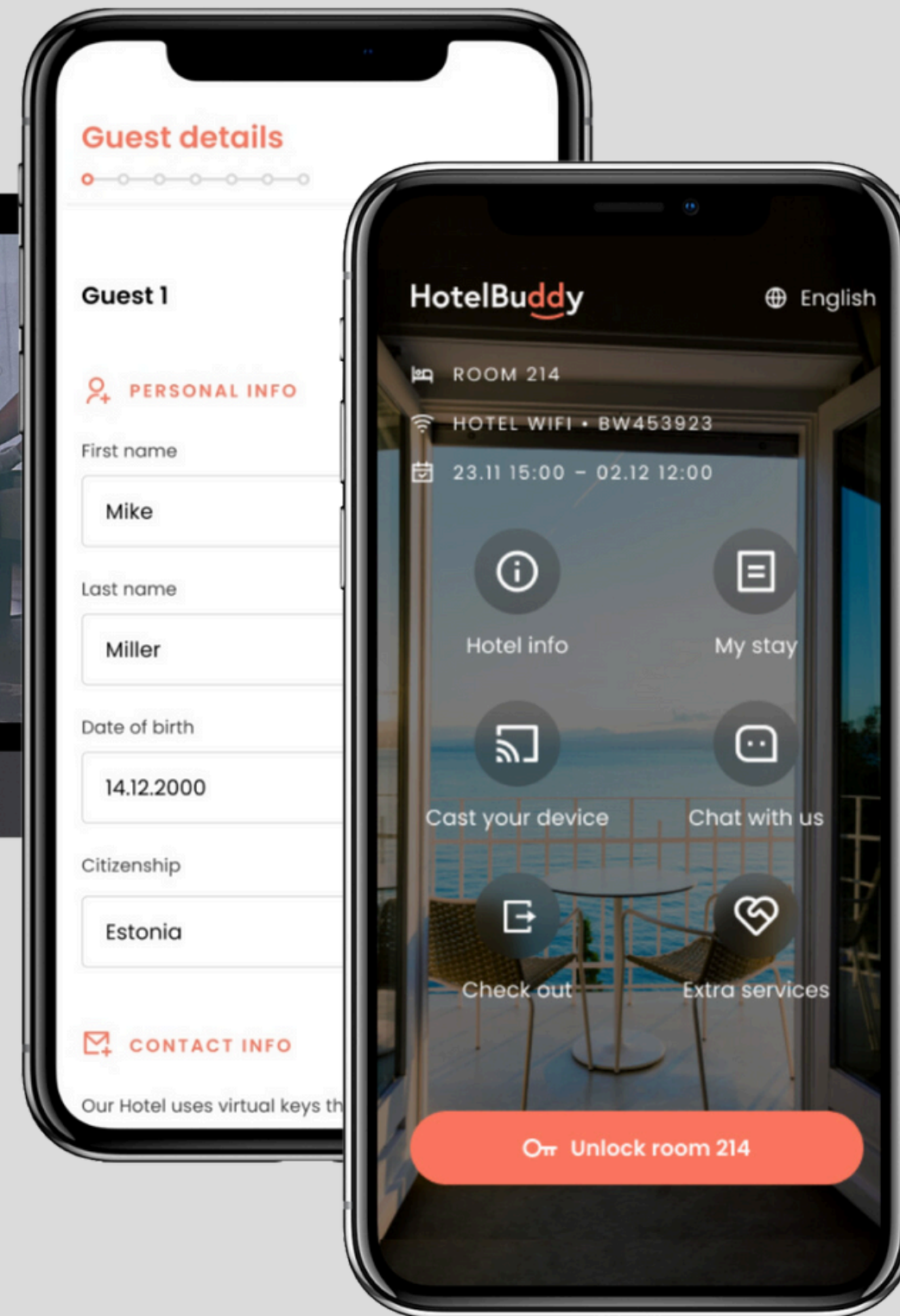
🔑 Unlock room 214

HotelBuddy is a lightweight, user-friendly and modern solution for digitalizing hotel guest experience and operations.

It is built on first-hand experience on operating hotels and providing IT- support.

HotelBuddy

Mobile Check-In

SCAN ME

The guest app is **100% cloud-based** and does not require any app download.

Guest details

Guest 1

PERSONAL INFO

First name

Mike

Last name

Miller

Date of birth

14.12.2000

Citizenship

Estonia

CONTACT INFO

Our Hotel uses virtual keys th

HotelBuddy   🌐 English

🛏 ROOM 214

📶 HOTEL WIFI • BW453923

📅 23.11 15:00 – 02.12 12:00

ⓘ Hotel info   ☰ My stay

📶 Cast your device   💬 Chat with us

➡ Check out   ♡ Extra services

🔑 Unlock room 214

- **Online check in**
- **Secure payment**
- **Upgrade your room**
- **Digital room key**
- **Chat**
- **Cast content to TV**
- **Online room directory**
- **Book extra services**
- **Online check out**
- **Share feedback**
- **QR Kiosk**

Guest: Fully Digital Visit

HotelBuddy
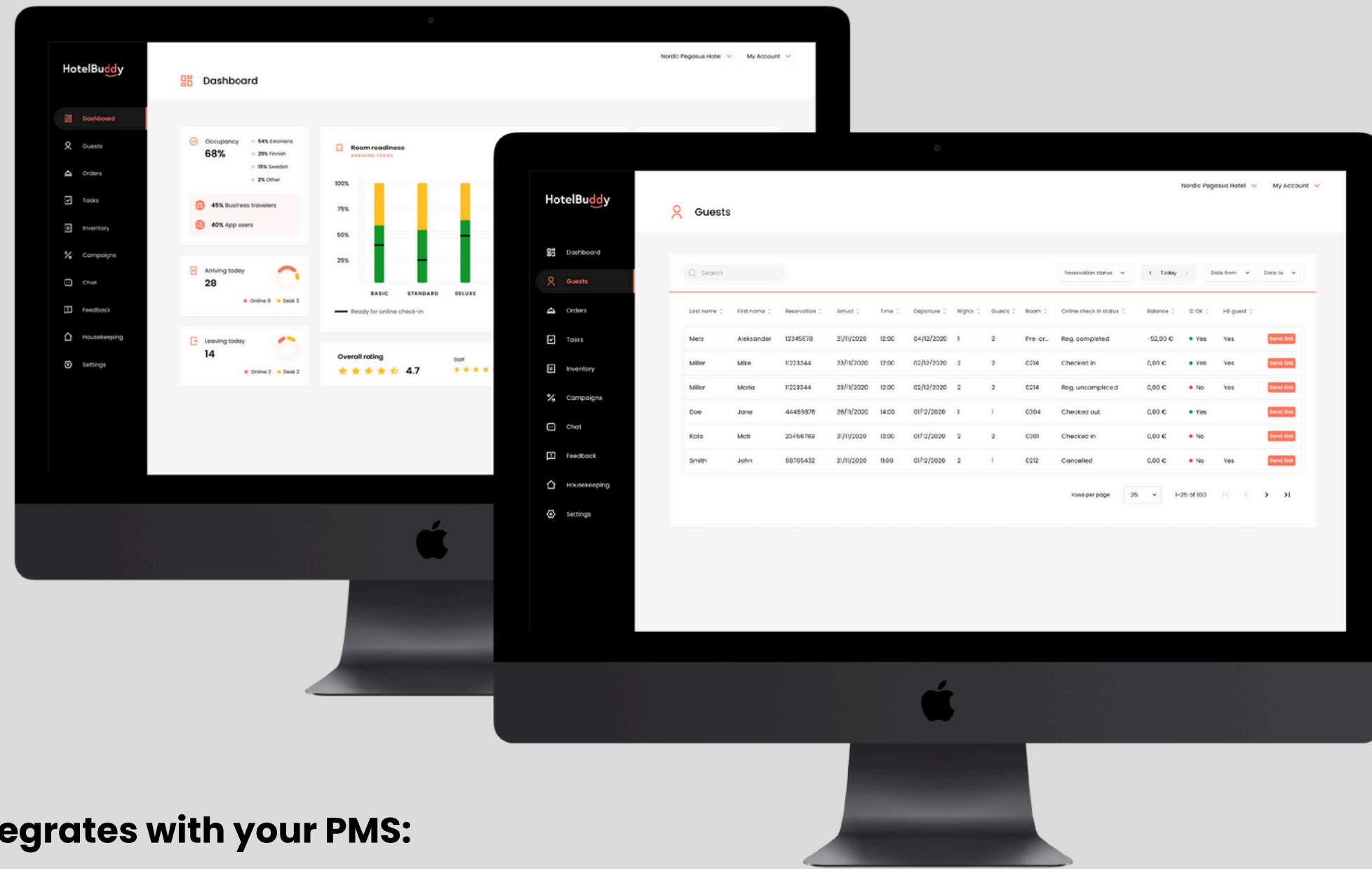
- **Dashboard with KPIs**
- **Guest profiles**
- **Inventory**
- **Orders**
- **Tasks**
- **Campaigns**
- **Chat**
- **Feedback**
- **Housekeeping**

Integrates with your PMS:
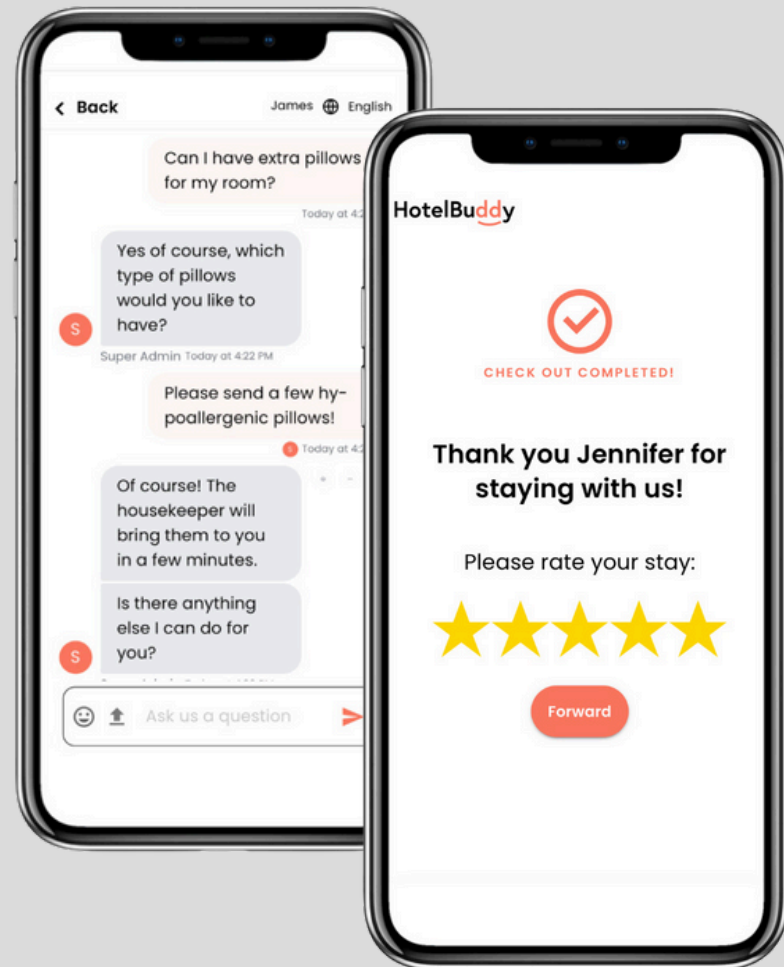ORACLE MEWS
HotelTime solutions hotsoft infor

Hotel: All-in-one Admin Tool

HotelBuddy

Benefits

Enhance Guest Satisfaction

More communication channels, digital room directory, instant chat messaging, in room casting, extra services bookings, higher feedback rankings

Eliminate Queues

Pre-arrival check-in with mobile keys, QR-kiosk on site to streamline guest arrival and reduce check-in lines

Save Time, Resources

Less admin work for receptionists, fewer human mistakes, easier staffing, better service quality

Go Paperless

Digital documents, receipts and room directories, mobile keys

Increase Revenue

Automated personalized offers for easy room upsells and seamless extra services bookings
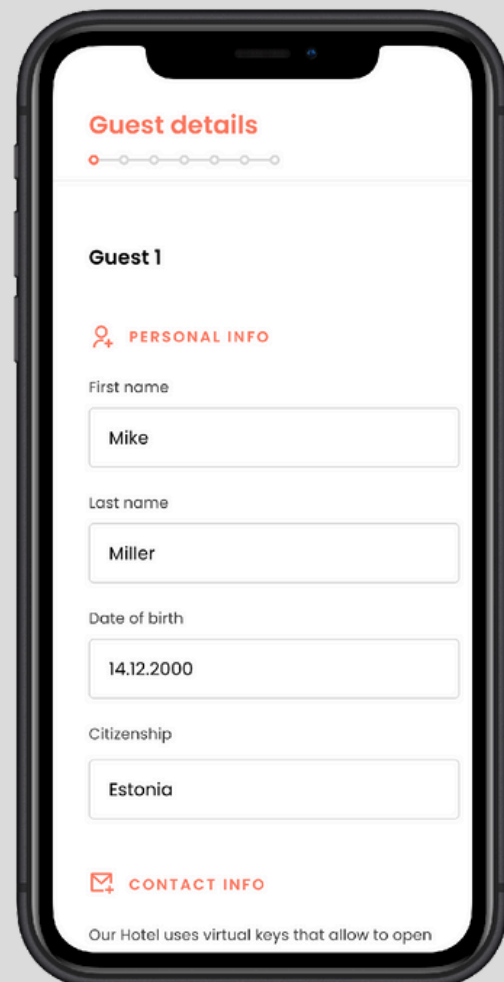
Improve Security

Digital archive, safe cloud storage, trackable guest movements, mobile keys on guests phone

HotelBuddy

This is how your guests will interact with you using HotelBuddy:

HotelBuddy

Before arrival, we send your guests an automated e-mail and SMS invitations to:

Fill in reg.card

Guest details

Guest 1
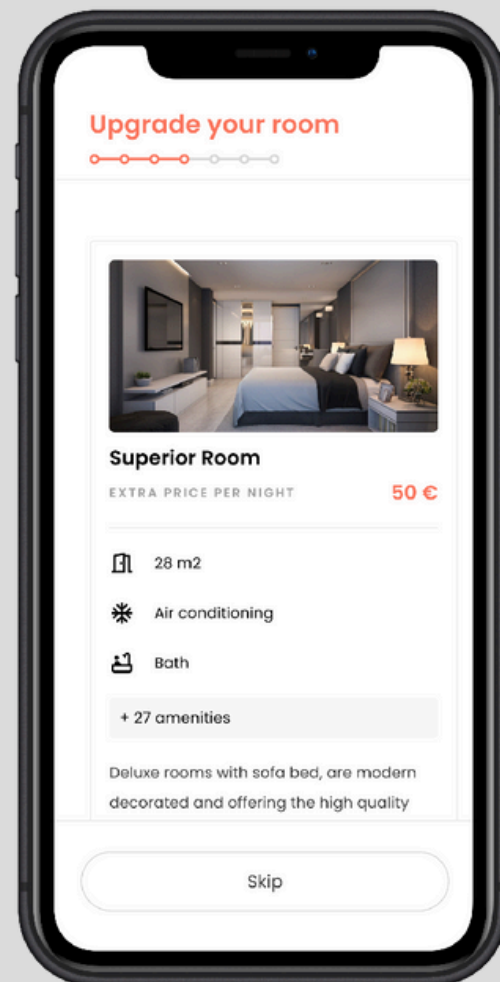
👤 **PERSONAL INFO**

First name
Mike

Last name
Miller

Date of birth
14.12.2000

Citizenship
Estonia

📧 **CONTACT INFO**
Our Hotel uses virtual keys that allow to open

Upgrade room

Upgrade your room

Superior Room

EXTRA PRICE PER NIGHT   50 €
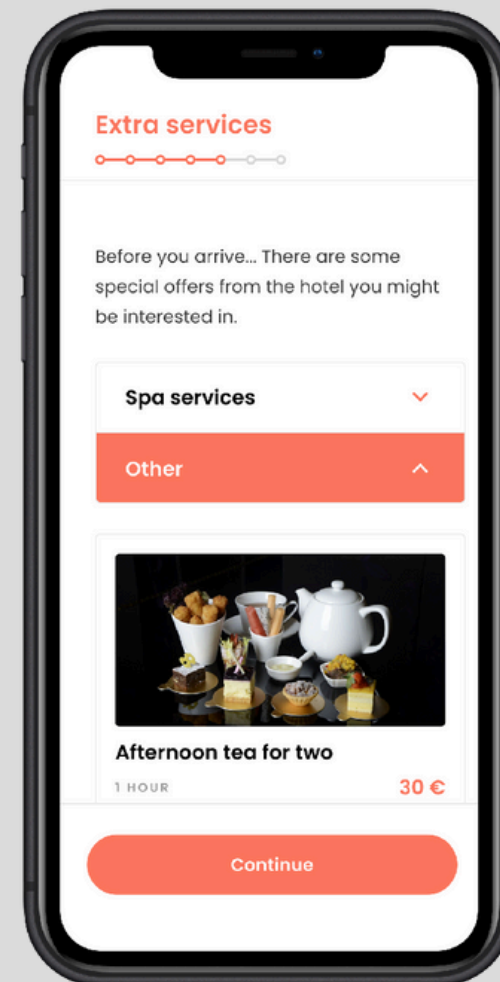
🛏 28 m2

❄ Air conditioning

🛁 Bath

+ 27 amenities

Deluxe rooms with sofa bed, are modern decorated and offering the high quality

Skip

Book extra services

Extra services

Before you arrive... There are some special offers from the hotel you might be interested in.
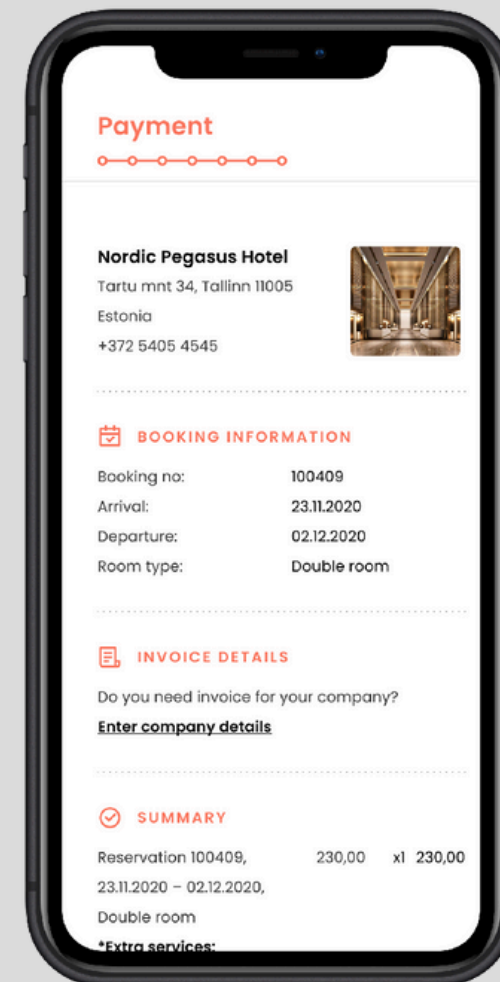
Spa services ⌄

Other ⌃

Afternoon tea for two
1 HOUR   30 €

Continue

Pay

Payment

Nordic Pegasus Hotel
Tartu mnt 34, Tallinn 11005
Estonia
+372 5405 4545

📋 **BOOKING INFORMATION**

Booking na: 100409
Arrival: 23.11.2020
Departure: 02.12.2020
Room type: Double room

📄 **INVOICE DETAILS**

Do you need invoice for your company?
Enter company details

✓ **SUMMARY**

Reservation 100409,   230,00   x1   230,00
23.11.2020 – 02.12.2020,
Double room
*Extra services:

Online check in to Orchid Hotel is now available!

Dear Peter Jansen,

Thank you for choosing Orchid Hotel for your upcoming stay!

To fast track your arrival at the hotel, online check-in is now available.

Check in

We look forward to welcoming you to Orchid Hotel!

P.S. If you have received this email because you made the reservation on behalf of the guest, please forward it to them.

Button not working? Try pasting this link into your browser: https://test.hotelbuddy.eu/app/landing/FdrcMymCiw0XH6xQIR7E

Powered by
HotelBuddy

HotelBuddy

From their personal **web-based guest app** dashboard, your guests can:

Open doors

Book extra services

Chat with hotel staff

Cast content

Room 806 is unlocked

Unlock room 806

Extra services

Before you arrive... There are some special offers from the hotel you might be interested in.

Spa services ⌄

Other ⌃

Afternoon tea for two
1 HOUR   30 €

Continue

Chat with us

Are you happy with your room?
Hi, Mike. Please give us feedback. Are ...

Welcome Mike
Welcome to our hotel, we hope you ...

← Back

Cast your device to TV

If you are using your room internet you can cast content to the TV from your device.

📶 JOIN WIFI

NETWORK NAME:
Golden Dragon WiFi

PASSWORD:
Mike3923   COPY

📱 OPEN APP

Open the application on your device you want to cast (Netflix, Youtube etc.).

📶 CAST TO TV

← Back

HotelBuddy   🌐 English

🛏 ROOM 214
📶 HOTEL WIFI • BW453923
📅 23.11 15:00 – 02.12 12:00

ⓘ Hotel info

📄 My stay

📡 Cast your device

💬 Chat with us

↪ Check out

♡ Extra services

🔓 Unlock room 214

HotelBuddy

On the departure day guests can check out on their mobile phones. Invoice(s) are automatially generated from your PMS and forwarded to the guest.

Check out

Check out

Nordic Pegasus Hotel
Tartu mnt 34, Tallinn 11005
Estonia
+372 5405 4545

BOOKING INFORMATION

Booking no: 100409
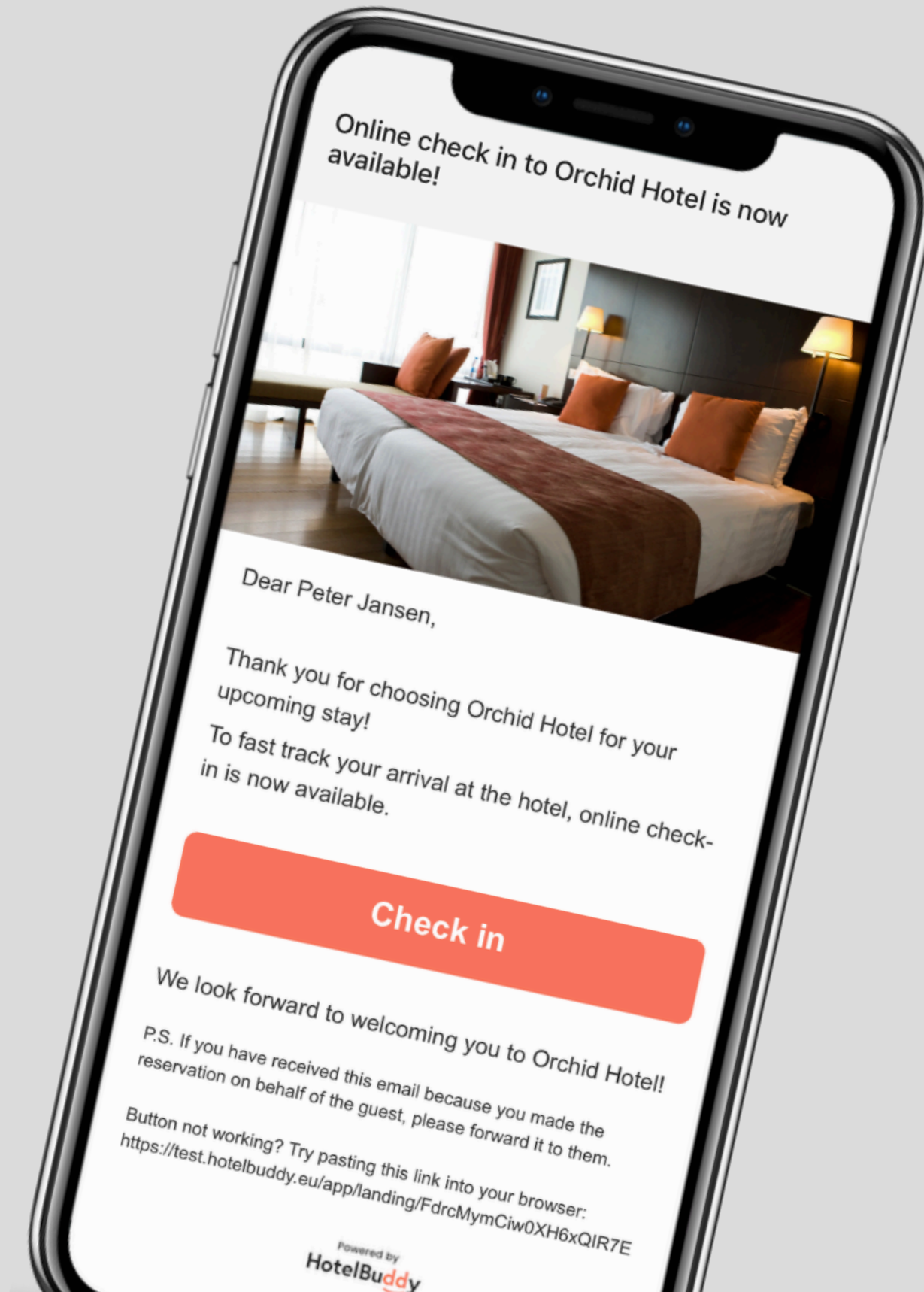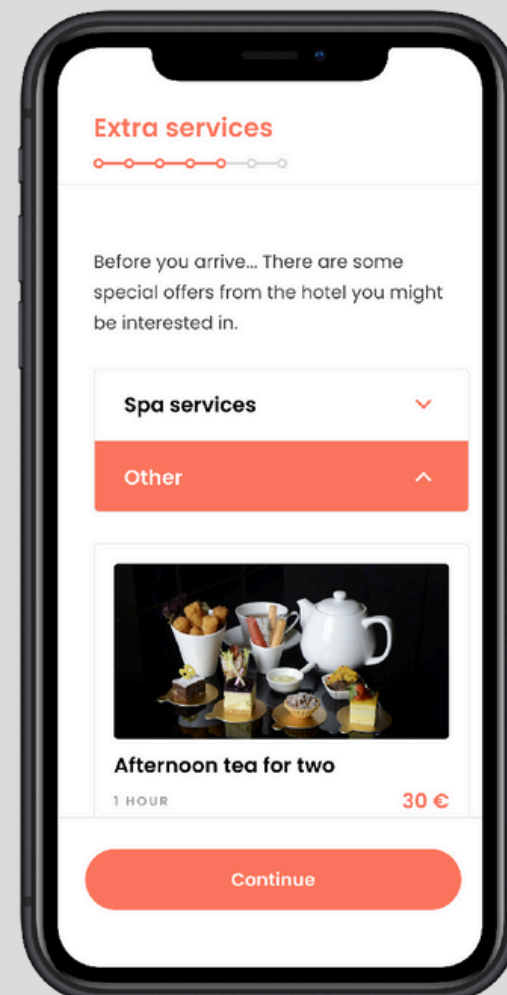Arrival: 23.11.2020
Departure: 02.12.2020

INVOICE DETAILS

Pro IT OÜ
Pärnu mnt 105
11313 Tallinn, Estonia

SUMMARY

Reservation 100409,	230,00	x1	230,00
23.11.2020 – 02.12.2020,			
Double room			
Cheese burger with fries	6,00	x2	12,00
English breakfast tea	1,40	x1	1,40
Private Yoga Class	30,00	x2	60,00
Transfer service	19,00	x1	19,00

Post minibar

Check out

Please add items you have consumed after the last room cleaning

Whiskey	5,00 €	0	
Gin	6,00 €	0	
Cognac	6,00 €	0	
Liqueur Jägermeister	5,00 €	0	
Still water 75cl.	5,00 €	0	
Pepsi / Coca-Cola	3,00 €	0	

Continue

Cancel

Pay

Payment

Nordic Pegasus Hotel
Tartu mnt 34, Tallinn 11005
Estonia
+372 5405 4545

BOOKING INFORMATION

Booking no: 100409
Arrival: 23.11.2020
Departure: 02.12.2020
Room type: Double room

INVOICE DETAILS

Do you need invoice for your company?
Enter company details

SUMMARY

Reservation 100409,	230,00	x1	230,00
23.11.2020 – 02.12.2020,			
Double room			
*Extra services:			

Receive invoices

Thank you for your stay at Orchid Hotel!

receipt_company
PDF - 42 KB

receipt_individual
PDF - 42 KB

2 attachments (83 KB)

HotelBuddy

Dear Maria Vogel,

Thank you for your stay at Orchid Hotel! We hope that you enjoyed your stay and we look forward to welcoming you back!

We have enclosed the invoice of your stay.

In case if you did not fill in the feedback survey yet, we would be happy if you could give us a quick rating and if there was something that was not up to your satisfaction, then please let us know and we will get in touch with you as soon as possible.

We wish you a great day and hope to see you again!

Orchid Hotel

HotelBuddy

CHECK OUT COMPLETED!

Thank you Jennifer for staying with us!

Please rate your stay:

★★★★★

Forward

HotelBuddy

Guest journey

Pre-stay

Reservation made

Receives welcome e-mail

Completes online check-in
- FIlls in registration details
- Upgrades room
- Orders extra services
- Fills arrival details
- Completes payment

Receives "Room ready" e-mail & SMS

Activates Mobile key

Stay

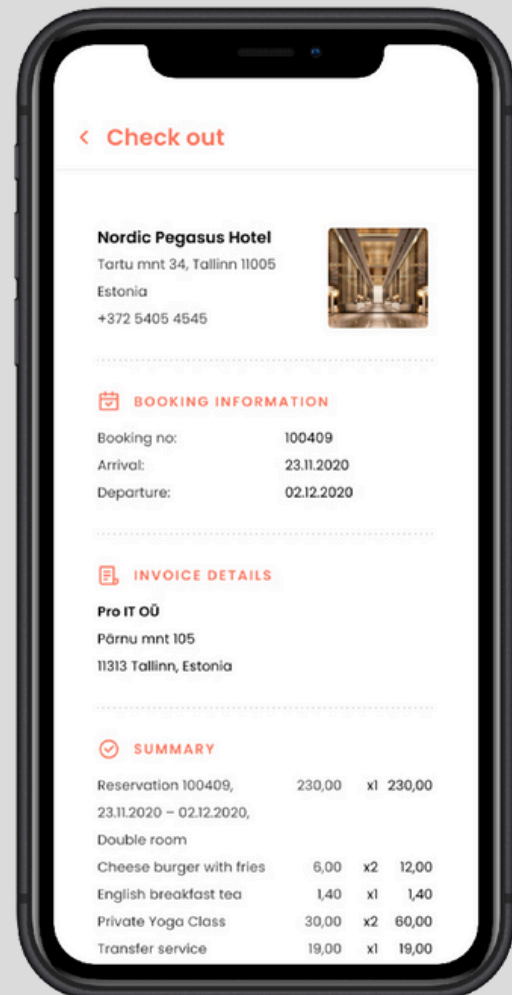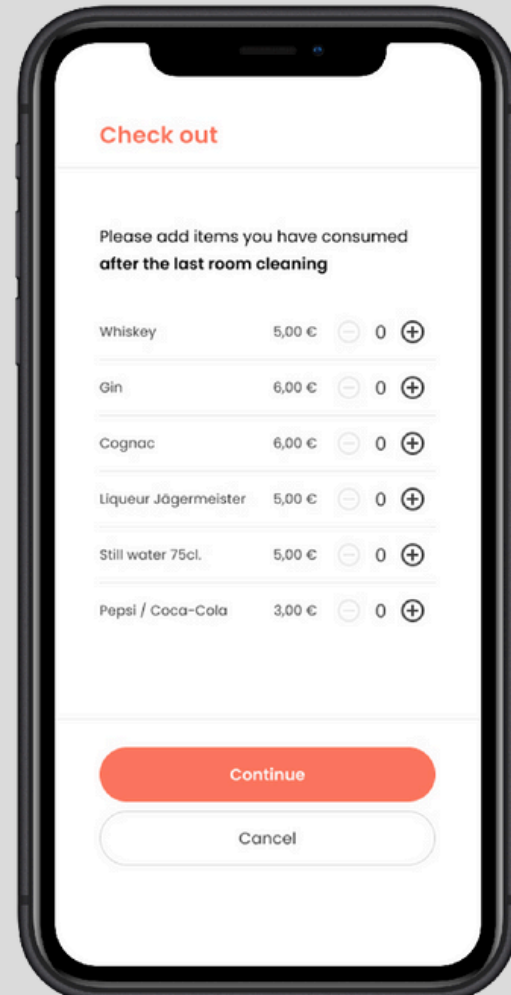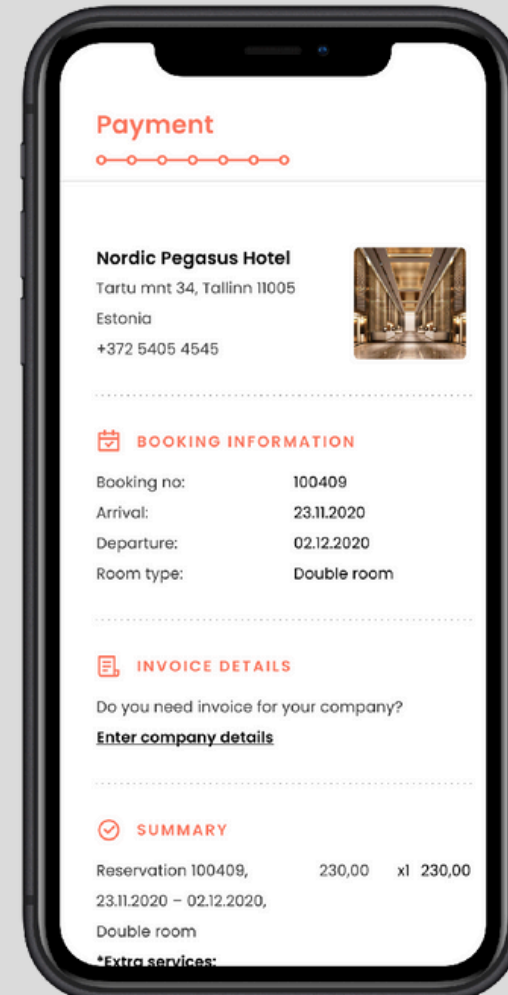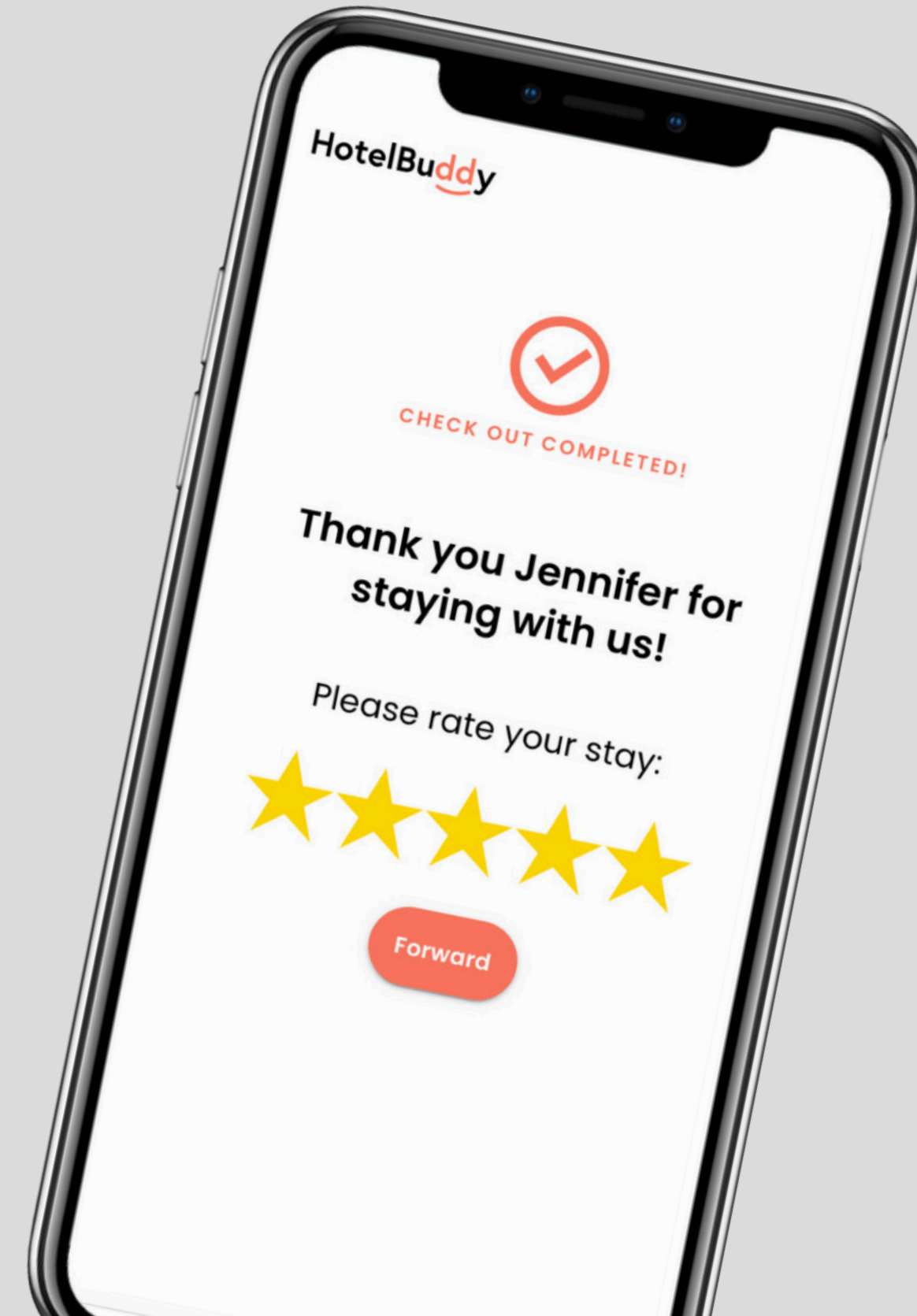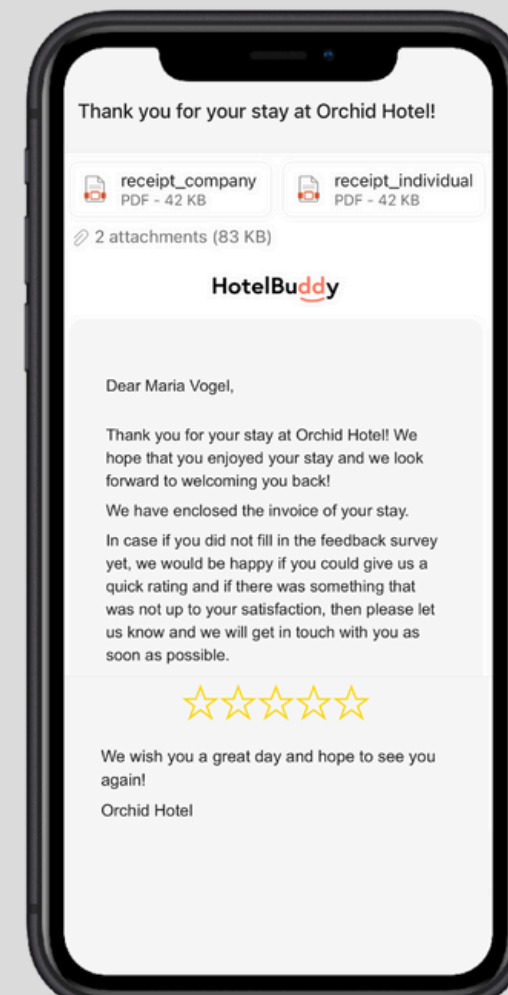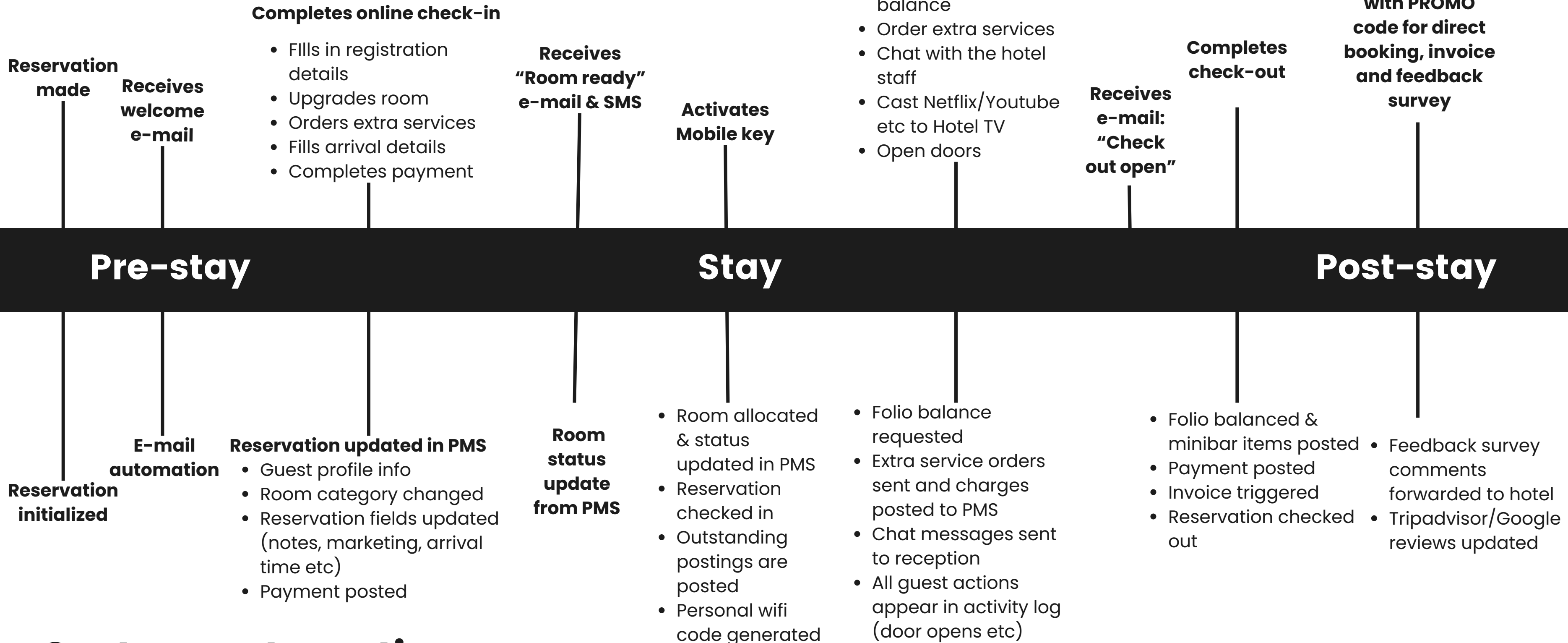**Guest can use their personal self-service page to**
- Check their folio balance
- Order extra services
- Chat with the hotel staff
- Cast Netflix/Youtube etc to Hotel TV
- Open doors

Receives e-mail: "Check out open"

Completes check-out

Receives farewell email with PROMO code for direct booking, invoice and feedback survey

Post-stay

System automation

Reservation initialized

E-mail automation

Reservation updated in PMS
- Guest profile info
- Room category changed
- Reservation fields updated (notes, marketing, arrival time etc)
- Payment posted

Room status update from PMS

- Room allocated & status updated in PMS
- Reservation checked in
- Outstanding postings are posted
- Personal wifi code generated

- Folio balance requested
- Extra service orders sent and charges posted to PMS
- Chat messages sent to reception
- All guest actions appear in activity log (door opens etc)

- Folio balanced & minibar items posted
- Payment posted
- Invoice triggered
- Reservation checked out

- Feedback survey comments forwarded to hotel
- Tripadvisor/Google reviews updated

*Guest solution is entirely web-based, no downloads are needed to use any of the functions

HotelBuddy

Testimonials & Case Studies

"State-of-art hotel technology"

While some may fear technology creates a detached, impersonal customer service experience, Hotelbuddy actually empowers businesses to serve customers on a deeper level by enabling personalization of marketing messages, automation of tedious tasks, and providing more efficient ways to address customer needs."

Kaidi Krimm
Marketing Manager at Nordic Hotel Forum

"Contactless mobile check-in with no door lock change"

"A web-based application that you don't need to download. You can add the shortcut to mobile home screen to reopen HotelBuddy app on the go.

Client-side design and user flow is well built and modern. The hotel side backend has a clean look, and you can get the usage statistics from the dashboard, accept/decline orders in one place. The hotel can manage all descriptions and translations itself. Automatic rules for prepayment bookings based on rate code or note fields in PMS."

Aimar Reinup
Revenue Manager at Hestia Hotels Group

"A great way to connect with your guests"

"Good upsell platform, marketing assistant, good data collector and analytics, the best way to connect with guests, get reviews and give out feedback. Really recommend!

The contactless access to rooms is easy-to-use for clients and has received great feedback from customers. No need to fill out paper registration cards and no need to take a room key card with you since everything is in mobile that is always with you! There is no need to download an app - everything works in browser! Support is always there to answer questions and solve issues."

Airiin Ojala
Hotel Manager at SOHO Hotel

Guests love it too!

Marcelo T
wrote a review Mar 2024
1 contribution • 1 helpful vote

●●●●●
Smooth with Hotelbuddy!
Very nice Hotel, with good rooms, an excellent restaurant, and a breakfast buffet. And with the online check-in/out tool from Hotelbuddy, everything gets so much smoother and faster. Made my business trip so much better. Thanks, Hotelbuddy!

P Pontus
Estonia

Reviewed: 25 June 2023
Very good

☺ · A big room with an air conditioner that really worked. High ceiling. Rather old furniture and lots of outlets/sockets. I liked the general feel of the hotel. Parking was good and you cannot get any more central than this. The "hotel Buddy" check in and out system, where you open your door with your mobile phone was easy and I would not mind experiencing that in more places.

66GrTravel
wrote a review May 2023
1 contribution

●●●●○
Nice hotel
Good hotel in the very city centre. The breakfast it wide with a lots of choices. The room could use a litlle updating but overall is OK. Modern solutions - you can check in beforehand and use your mobile to open the door.

S Silvar
Estonia

Reviewed: 11 November 2022
Very good

☺ · Good location. All digital, dont have to carry a separate key, can open all doors from phone. Clean room.

Case Studies
Case Study: Nordic Hotel Forum Strategic Adoption of Technology for Gues...
Located in the heart of Tallinn, the Nordic Hotel Forum features 258 guest rooms, tw...

Case Studies
Case Study: SOHO Hotel Secures Competitive Advantage by...
Located in the bustling city of Tartu, Estonia, SOHO Hotel distinguishes itself as a...

Case Studies
Case Study: Upgrading Customer Service at Hedon SPA & Hotel with...
Hedon Spa & Hotel in Pärnu, Estonia, is a distinctive retreat on the white sands of Pärnu...

Case Studies
Case Study: The Impact of HotelBuddy on Eliminating Long Check-In Queues an...
Located in the dynamic Rotermanni district in Tallinn, Estonia, the Metropol Spa Hot...

Case Studies
Case Study: Enhancing Guest Experiences at Hestia Hotel Kentmanni - A...
Hestia Hotel Kentmanni, a 4-star hotel with 92 guest rooms and suites nestled in the hear...

Read full case studies: hotelbuddy.eu/blog/categories/case-studies

HotelBuddy

Pricing

Starter	**Lite**	**Professional**	**Enterprise**
NEW	NEW		
COMING SOON	COMING SOON		
Free	**3 EUR room/month** Minimum price 20 EUR/month	**6 EUR room/ month** Minimum price 120 EUR/month	**Ask for Quote**
− Web-based guest app − Digital Room Directory − QR code generator − Explore the area − Online payments − Self-onboarding **Add-ons:** Pre-arrival emailing, AI Chat, Extra service sales	− Web-based guest app − Digital Room Directory − QR code generator − Webshop − Chat − Explore the area − Online payments − Self-onboarding **Add-ons:** Pre-arrival emailing, AI Chat, Extra service sales	− 2-way PMS integration − Web-based guest app − Online check-in − Online check-out − Online payment − Folio pre-view − Room upselling − Extra services sales − Minibar sales − Digital room directory − Webshop − Chat − Support & Onboarding **Add-ons:** Mobile key, QR Kiosk, TV Casting, AI Chat	− All features of Professional package − White Label and Custom Branding − Other Custom features

HotelBuddy

Thank you!

**Interested to learn more?
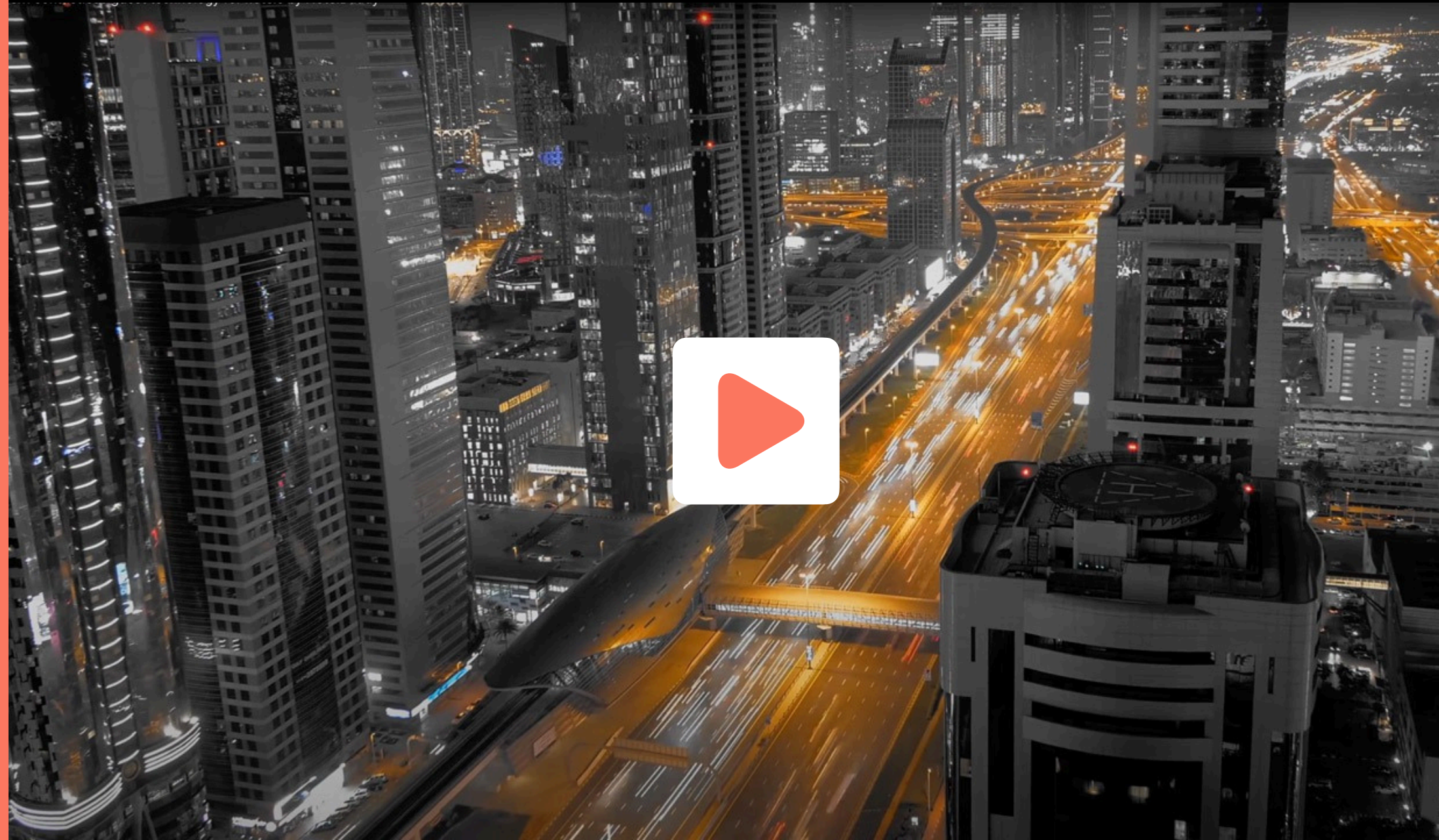Book a free demo today!**

Book here: calendly.com

Email: sales@hotelbuddy.eu

www.hotelbuddy.eu

[f] @hotelbuddy

[Instagram] @hotelbuddytechnology

[LinkedIn] @hotelbuddy

Watch our video!