

● INTEGRATING  
● TEXT MESSAGING  
● INTO THE ENTIRE  
HOTEL GUEST EXPERIENCE



### BEFORE CHECK-IN

Even before your guests walk through your door, you can engage them with a welcome message along with information that can make their arrival easier and more pleasant.

Hello Mr. Smith. Here are the directions to our hotel  
<https://google/maps/1234>

Will you be needing a shuttle?



Welcome Message

Directions to Hotel

Room Ready Message



### DURING CHECK-IN

During the check-in process, let your guests know that they can text message for any questions or service request they need. Hotels often provide a card with their text number along with the room key envelope for easy guest access.

Here is a list of our daily activities...

Free drink in the lobby bar. See bartender to redeem.



Daily Activities

Happy Hour Specials

Restaurant & Bar Hours



### DURING STAY

Whether your guests are out and about sightseeing, relaxing by the pool or simply lounging in their room, text messaging makes the stay more pleasant and personalized.

Golf tournament today. Would you like to sign up?

Can I get more coffee delivered to my room?



Event Registration

Mid-stay Satisfaction Survey

Room Service & Housekeeping Requests



### DURING CHECK-OUT

On check-out day, engage with your guests via text by making sure they were fully happy with the entire experience as well as provide any assistance for transportation or other needs.

Please rate your stay 1-5  
(1 very dissatisfied, 5 very satisfied)

25% off your next stay. Enter coupon code "VIP" when booking.



Valet Car Pickup

Coupon for Next Stay

Post-stay Satisfaction Survey



Zingle is an industry-leading hotel text messaging software that connects guests with hotel staff for personalized on-demand service. Our intelligent text messaging solution improves guest satisfaction, increases upsell opportunities while maximizing staff workflow efficiency.

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