

# Automated notifications

hotelinking

10%



Dear Marian

You can now enjoy your gift:

**10% DISCOUNT  
ON YOUR NEXT BOOKING**

We would like to thank you for your stay with this gift that you can redeem during your visit.

[Redeem gift](#)



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# Satisfaction survey

Paradise Hotel

What do you think about the hotel so far?

MOVE THE CURSOR FROM LEFT TO RIGHT

9

6.5

*Spacious, bright and quiet room. We will be back!*



# Satisfaction surveys for guests



Communication received by the guest.



## HELP US TO IMPROVE YOUR STAY

Dear Ms. Sara

We hope your stay is being highly satisfactory. We would appreciate if you could rate your satisfaction from 0 to 10 and leave a comment.

**Your opinion is very important to us and helps to understand how and what we can improve.**

**Rate your satisfaction**

Many thanks, **Paradise Hotel**



## HELPS US TO IMPROVE OUR SERVICES

We would appreciate if you could rate your satisfaction from 0 to 10 and leave a comment.

**Rate your satisfaction**

Many thanks,, **Paradise Hotel**

# Satisfaction surveys for non-guests



## THANKS FOR SENDING YOUR REVIEW

Dear Ms. Sara

We appreciate you letting us know your opinion  
and comments.

Many thanks, **Paradise Hotel**



# Thank you email for reviews above the minimum score



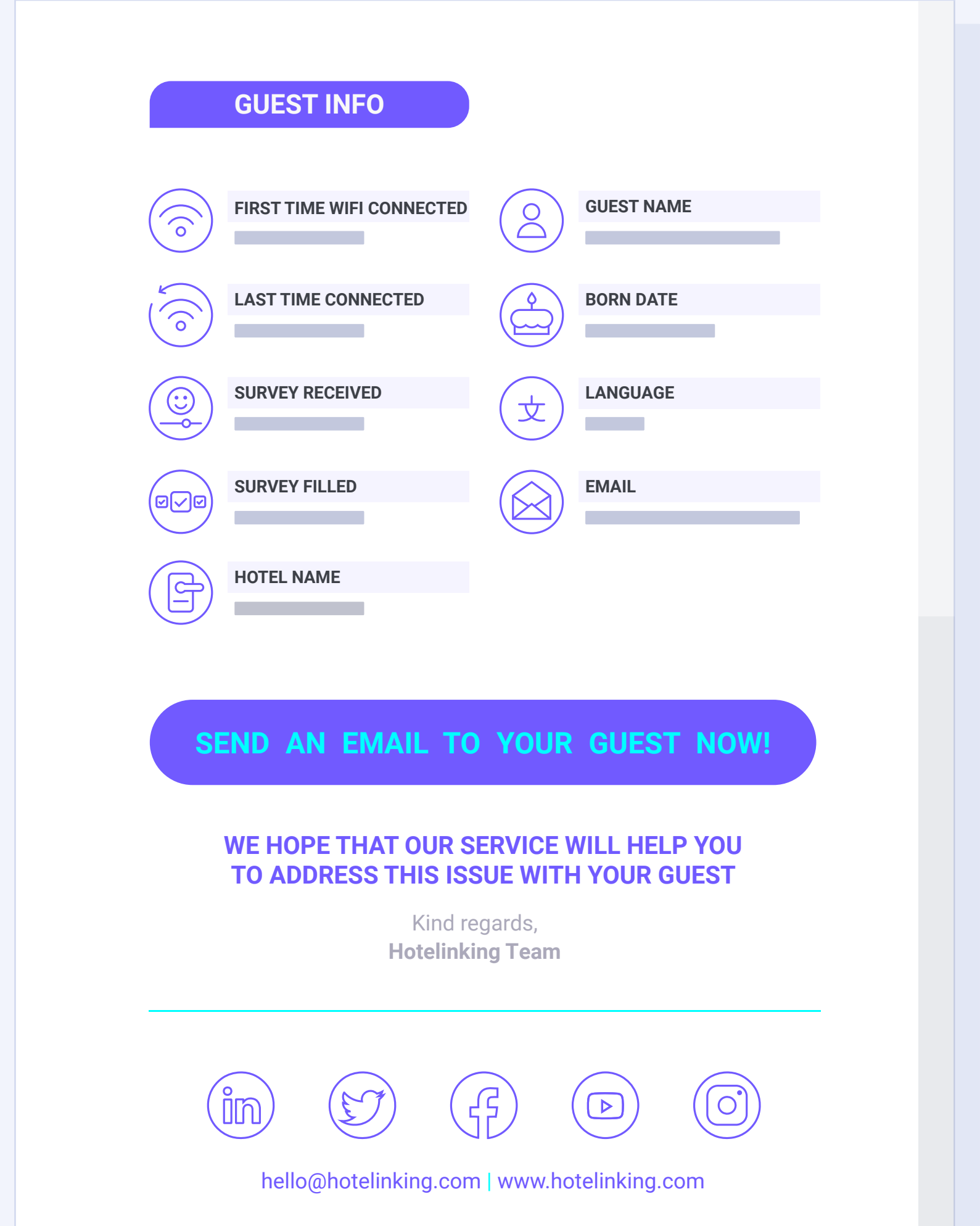
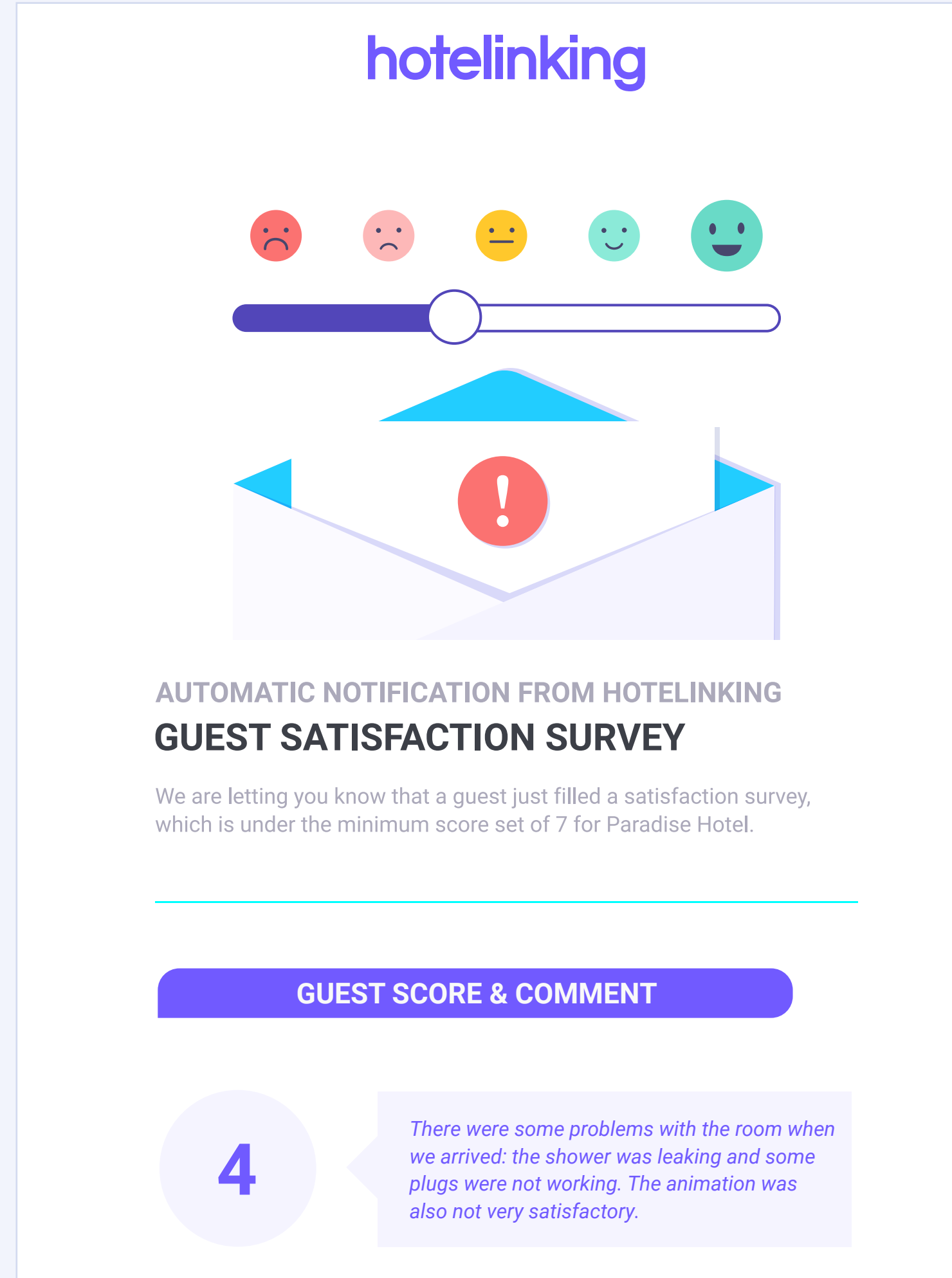
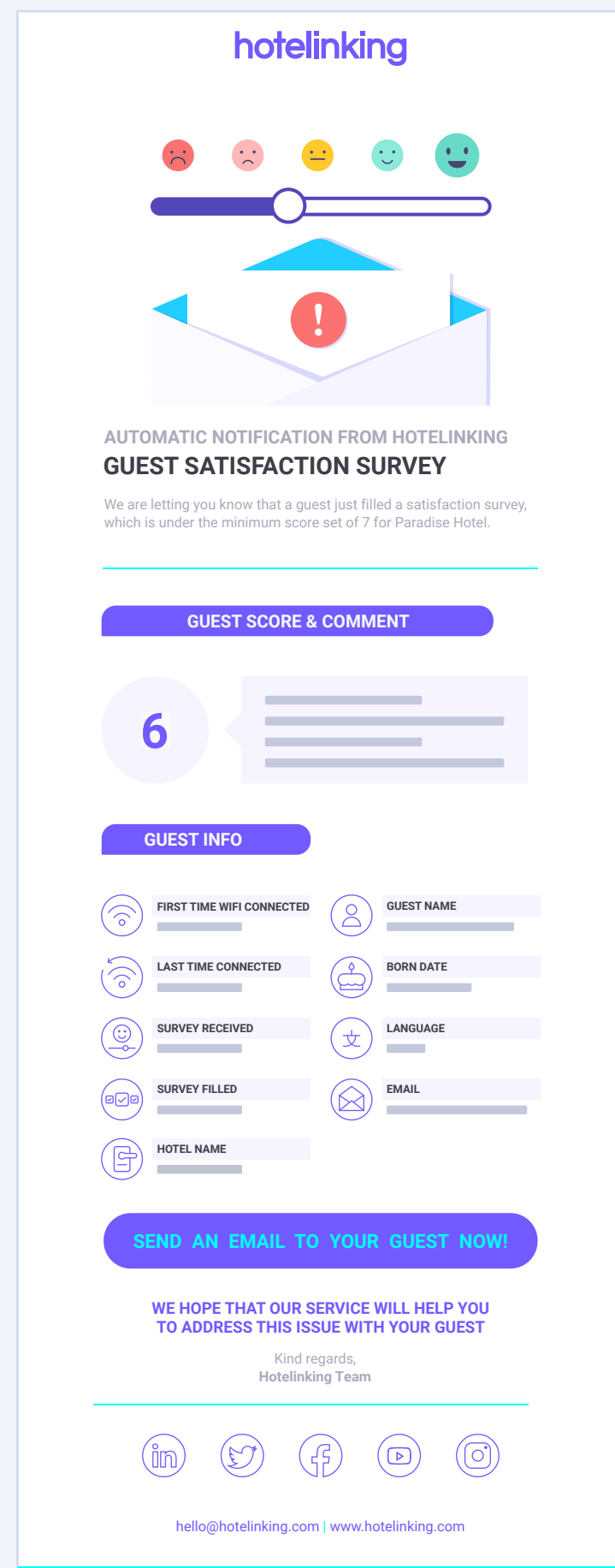
## THANKS FOR SENDING YOUR REVIEW

**Dear Ms. Sara**

We appreciate you letting us know your opinion and comments. A member of our team will contact you, if needed.

Many thanks, **Paradise Hotel**

# Thank you email for reviews below the minimum score



**When a guest just filled a survey, a notification will be sent to the emails selected by the hotel**



Communication received by the hotel.



# Reviews on reputation rankings





## YOUR OPINION IS IMPORTANT TO US

Dear Ms. Sara

We hope you had a nice stay with us. If so, we would appreciate you to leave your comments, this will help other travellers to choose our hotel.

[Share your experience on Tripadvisor](#)

We hope to have you again soon.

Thanks for your collaboration, **Paradise Hotel**



# Reviews on reputation rankings

Take advantage of the good relationships established during the stay to remind your guests to leave a positive comment, and so improve in the reputation rankings.

# WiFi rewards





Dear Ms. Sara

You can redeem your gift:

**5% DISCOUNT  
IN YOUR NEXT BOOKING**

We want to thank you for your stay with us with this gift that you can redeem during your visit.

Only click on the button below to redeem your gift.

**Canjear mi regalo**

Many thanks, **Paradise Hotel**



## Offer to redeem on the website

In this case, we leverage the direct sales on your website, and increase your cost effectiveness.



Dear Ms. Sara

You can redeem your gift:

## 10% DISCOUNT IN DRINKS AT THE BAR

(only for guests)

We want to thank you for your stay with us with this gift that you can redeem during your visit.

Only click on the button below to redeem you gift.

[Redeem my gift](#)

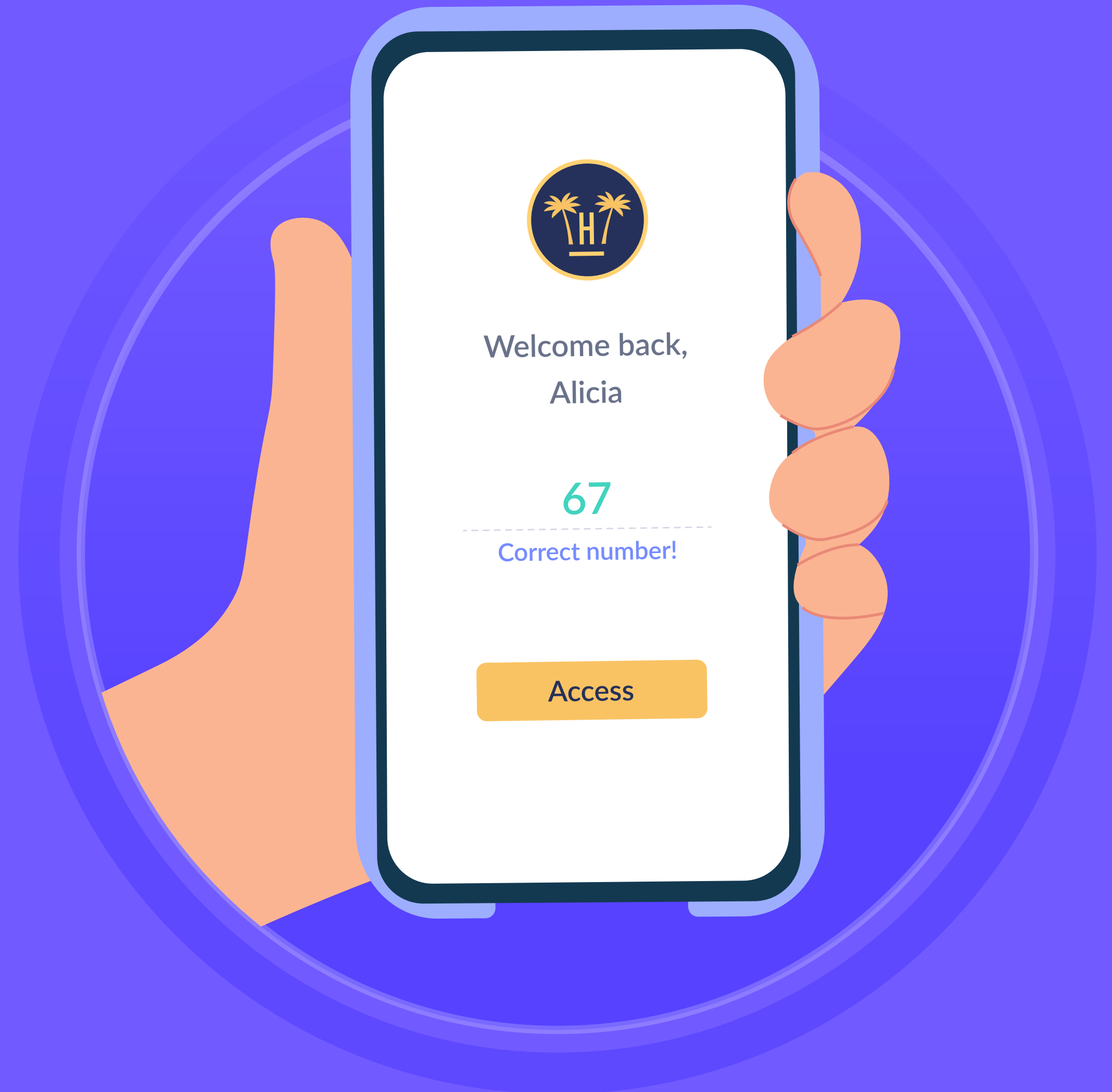
Many thanks, **Paradise Hotel**

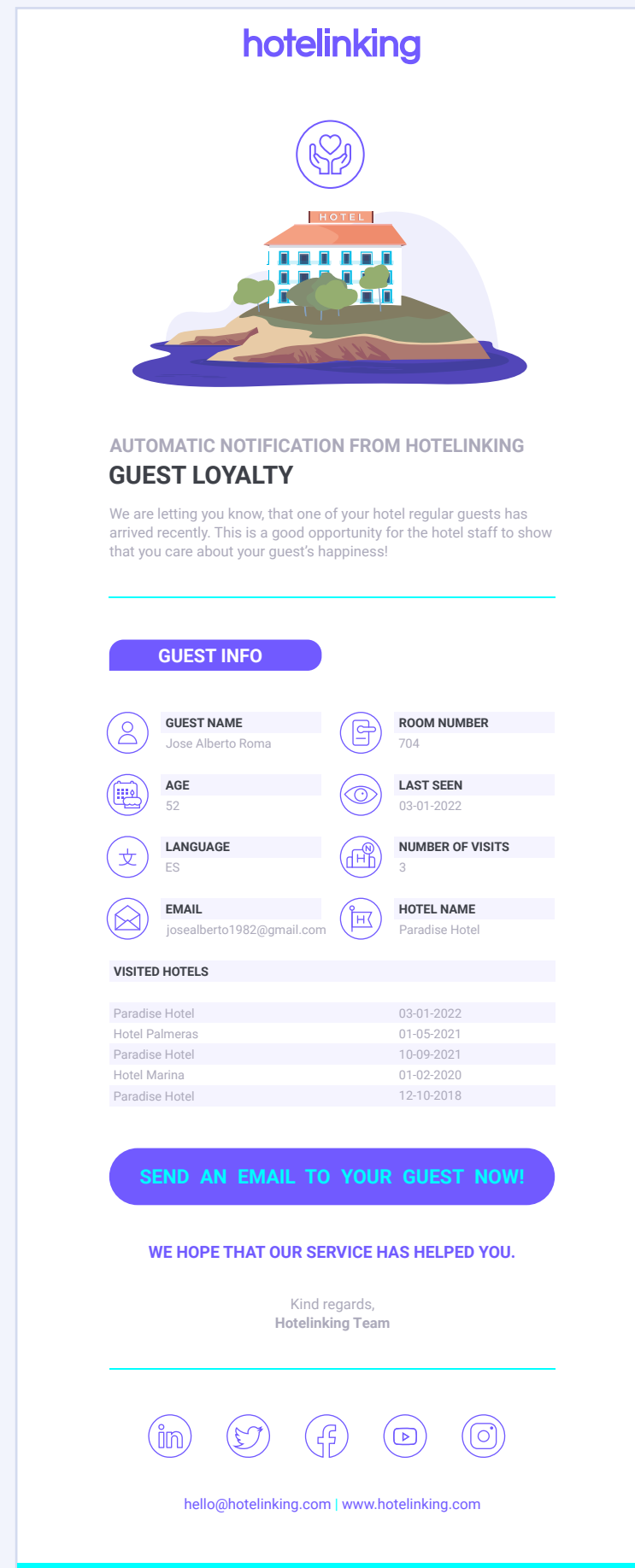


## Gift to redeem at the hotel

These communitacions allow to increase the internal consumption and promote your hotel services.

# Rewards for returning guests









hotelinking



**AUTOMATIC NOTIFICATION FROM HOTELINKING  
GUEST LOYALTY**

We are letting you know, that one of your hotel regular guests has arrived recently. This is a good opportunity for the hotel staff to show that you care about your guest's happiness!

**GUEST INFO**

 <b>GUEST NAME</b> Jose Alberto Roma	 <b>ROOM NUMBER</b> 704
 <b>AGE</b> 52	 <b>LAST SEEN</b> 03-01-2022

 <b>LANGUAGE</b> ES	 <b>NUMBER OF VISITS</b> 3
 <b>EMAIL</b> josealberto1982@gmail.com	 <b>HOTEL NAME</b> Paradise Hotel

**VISITED HOTELS**

Paradise Hotel	03-01-2022
Hotel Palmeras	01-05-2021
Paradise Hotel	10-09-2021
Hotel Marina	01-02-2020
Paradise Hotel	12-10-2018

**SEND AN EMAIL TO YOUR GUEST NOW!**

**WE HOPE THAT OUR SERVICE HAS HELPED YOU.**

Kind regards,  
Hotelinking Team



hello@hotelinking.com | www.hotelinking.com



# Returning guest notification



Dear Ms. Sara

## THANKS FOR TRUSTING IN US AGAIN

We want to thank you for your loyalty  
with this gift:

**10% DISCOUNT  
IN DRINKS AT THE BAR**

We will be pleased to enjoy of your company.  
Redeem your gift by clicking on the button below:

**Redeem my gift**

We would like to remind you that we will give you  
a bottle of wine in your next visit to any of our hotels

Many thanks, **Paradise Hotel**

| Automated notifications



# Loyalty email for guests





## DISCOVER OUR LOYALTY PROGRAMME AND GET REWARDED

Dear Ms. Sara

We would like you trust in us in your next holidays.  
For this reason, we offer this gifts to you  
for every visit in our hotels.

Nr of visits Offer

1 Dinning for 2 at the restaurant

5 Spa day for 2

10 10% discount in your next visit

Many thanks and enjoy of your stay.

| Automated notifications



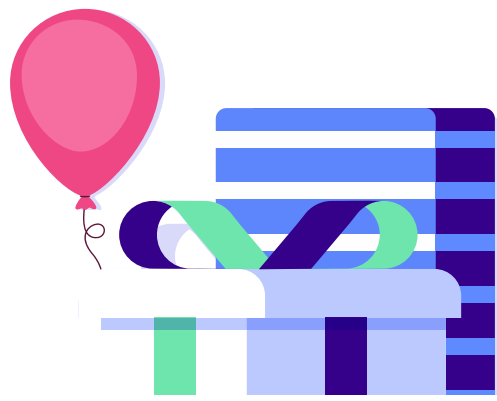
## Email about the loyalty programme

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# Automated birthday email

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**AUTOMATIC NOTIFICATION FROM HOTELINKING  
GUEST BIRTHDAY**

We are letting you know, that one of your guests may be celebrating his or her birthday. This is a good opportunity for the hotel staff to show that you care about your guest's happiness.

**GUEST INFO**

 <b>GUEST NAME</b> Jane Earnshaw	 <b>BIRTHDAY</b> 07-10-1982 She will be 40 in 2 days
 <b>LANGUAGE</b> EN	 <b>EMAIL</b> janeearnshaw@hotmail.co.uk
 <b>LAST SEEN</b> 03-10-2022	 <b>ROOM NUMBER</b> 700

**SEND AN EMAIL TO YOUR GUEST NOW!**

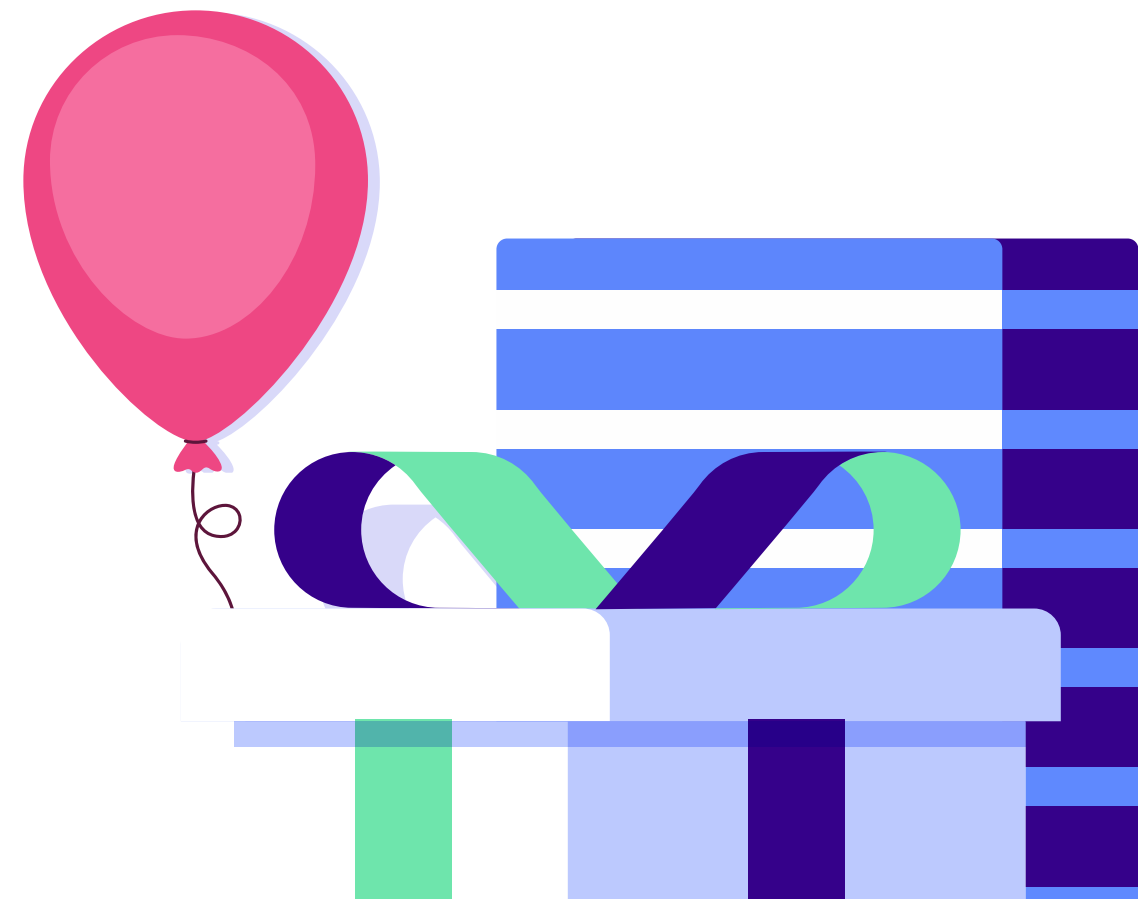
(If the button does not work, please, copy and paste the guest mail:  
jaynee@gmail.com)

WE HOPE THAT OUR SERVICE HAS HELPED YOU.

Kind regards,  
Hotelinking Team







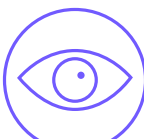

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**AUTOMATIC NOTIFICATION FROM HOTELINKING  
GUEST BIRTHDAY**

We are letting you know, that one of your guests may be celebrating his or her birthday. This is a good opportunity for the hotel staff to show that you care about your guest's happiness.

**GUEST INFO**

 <b>GUEST NAME</b> Jane Earnshaw	 <b>BIRTHDAY</b> 07-10-1982 She will be 40 in 2 days
 <b>LANGUAGE</b> EN	 <b>EMAIL</b> janeearnshaw@hotmail.co.uk
 <b>LAST SEEN</b> 03-10-2022	 <b>ROOM NUMBER</b> 700

**SEND AN EMAIL TO YOUR GUEST NOW!**

(If the button does not work, please, copy and paste the guest mail:  
jaynee@gmail.com)

WE HOPE THAT OUR SERVICE HAS HELPED YOU.

Kind regards,  
Hotelinking Team



# Birthday notification



## Birthday email for the guest



**HAPPY BIRTHDAY, SARA!**

As a guest of our hotel, you can enjoy:






**5% DISCOUNT  
IN YOUR NEXT BOOKING**

**Redeem my gift**

Enjoy your day!

Many thanks, **Paradise Hotel**

# Related content

- WiFi Portal  
- Personalised satisfaction surveys  
- Hotel Data Advanced Course Book  

- Product Tour  
- Hotel loyalty blog articles  
- RGPD and Hotelling  

# hotelinking

CONTACTLESS TECH TO CONNECT WITH YOUR GUESTS

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[www.hotelinking.com](http://www.hotelinking.com) | [sales@hotelinking.com](mailto:sales@hotelinking.com)

