

## Pinetop-Studios - PSS #34

### SMS Integration - Garnishing Positive Feedback, Contactless Check In

02/10/2022 10:09 AM - Sieu Ngo

<b>Status:</b>	New	<b>Start date:</b>	02/09/2022
<b>Priority:</b>	Medium	<b>Due date:</b>	
<b>Assignee:</b>	Michael Milliron	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Description</b> <p>This will, initially, start as a manual process. As we refine that manual process, we will automate. I think the basic steps are:</p> <ol style="list-style-type: none"><li>1. Confirm Payment Has been Made, and if not, contact guest for CC or Cash App type payment</li><li>2. Assign Room To Guest, Generate Code and communicate information to Guest. Before getting code to room, force them to scroll try our policy and acknowledge.</li><li>3. Roughly 15 to 30 minutes after entering door, send "Thanks for Staying at XXX. Any concerns or issues associated with the room that we can help with?."</li></ol> <ul style="list-style-type: none"><li>• If everything is good, and they used an OTA, "Glad to hear that. You should have received an email asking for your feedback on the check-in process. We love positive reviews and offer prizes for the time spent (including cash - at the Spin and Win Wheel) . Just stop by the front desk after your feedback has been submitted. Thanks!</li><li>• If there are issues, then SEND someone. Depending on that issue is resolved, can remind staff to then ask for a review, in person - but only if absolutely certain guest is still happy. Staff has a tendency to always think "things are okay" only for us to get a 2.0 after they have left, so training is probably in order.</li></ul> <ol style="list-style-type: none"><li>4. On day of checkout, 9am. "Checkout is at 11am. No need to stop by the front desk, simply text with your room number so that our staff can start the cleaning process. Hope you had a wonderful stay and if not, please tell us what we can do better. Five Start Google Reviews are always appreciated. Thanks!"</li></ol> <p>For step 1: Credit Card - there is an API for automation ... that is a separate ticket. And of course, Angelie or staff can also charge CC via website.</p> <p>Of course, none of this can be done w/out the new locks in place. We are going for "contactless" check in/out - no more front desk if we can help it. Staff should be to great folks in hallways, help with questions/problems.</p>			

#### History

#1 - 03/03/2022 11:15 AM - Sieu Ngo

- Subject changed from Tuya Locks - SMS Integration to SMS Integration - Garnishing Positive Feedback, Contactless Check In

Additional Details on any Booking & Expedia Guest, to be sent around 8am:

Good evening from the Pinetop Studios! Just checking in to make sure you are satisfied with the cleanliness of your room and bathroom. Please respond with Yes or No (along with details of issue).  
Reply STOP if text unwanted.

Yes response:

That's great to hear! You should have received an email asking for feedback on the check-in process. For your time, we offer prizes (including cash and other treats). Just stop by the front desk after your feedback has been submitted! We hope you have a great stay and to check out, can simply text "checking out". Thank You!

No Response:

If there are issues, then SEND someone and respond asap. Depending on that issue is resolved, can remind staff to then ask for a review, in person - but only if absolutely certain guest is still happy. Staff has a tendency to always think "things are okay" only for us to get a 2.0 after they have left, so have to go above and beyond - there is no reason why you can't ask for "a five-star rating" ... again, this is ONLY for Booking/Expedia Guest. Once this is automated in Blaze, we will simply email pss w/ the issue mentioned.