KAI
UPSELL YOUR GUESTS
THE RIGHT WAY
Your guests are looking to customise their stay with personalised experiences.
Every reservation is unique

Purpose of their holiday

- Every guest wants something different based on the purpose of their holiday. What a guest wants for a honeymoon is different from a family trip.

Guest preferences

- Different guests have specific needs based on their own preferences, requiring a personalised experience for every guest.
Supercharge your upsell strategy

Sell the right experiences to the right guests at the right time
Upsell to all channels

OTAs included

Increase your upsell opportunity beyond direct bookings - do not be limited to only your direct booking channel

Our multiple partnerships allow you to capture upsell opportunity from various OTAs (booking.com, Expedia, Agoda, etc.)
Joe arrives at your hotel and is wowed by the personalised check-in experience. Joe makes a booking at your hotel from booking.com. Joe receives a pre-arrival questionnaire and indicates that he is on a honeymoon. Joe receives an email about a Couple’s Spa Massage and books it! Joe arrives at your hotel and is wowed by the personalised check-in experience. Joe explores available promotions using the mobile concierge and books a candlelight dinner in the comfort of his room. Joe is happy, so is his wife. They check out and leave a positive review.

Start by building an entire automated guest journey with beautiful and dynamic email templates. Know your guest's stay preferences before arrival. Personalised experiences for your guests including personalised check-in. Allow your guests to stay connected via mobile concierge. Collect guest reviews & drive direct bookings.
Start by building an entire automated guest journey

- Automate sending of pre-arrival, welcome and post-stay emails to your guests - be proactive and not reactive

- Engage your guests who book through OTA channels and direct

- Save up to 20 hours of valuable time every week for your marketing and reservation team, enabling them to focus on more important tasks
Quickly and easily build responsive HTML emails that can be displayed on any device.

Use placeholders to show personalised and dynamic content, creating unique emails for each individual guest.

Choose from a list of pre-crafted email templates to modify from.
Know your guests' stay preferences before arrival

1. Gather more information about your guests with our pre-arrival questionnaire
   - Know the purpose of their holiday, who they are travelling with, what they are interested in, arrival information and any special requests they might have

2. Collect direct email addresses of guests who book through OTAs such as booking.com, Expedia, Agoda, etc. before they even arrive
Personalised experiences for your guests

- Create exciting experiences to upsell to your guests to increase revenue and guest experience
- Experiences can be personalised to be shown only to guests who meet certain criteria
- Upsell offers include Room Upgrades, Spa, F&B, Activities, Transportation, etc.
Online Check-in

Guests are more than willing to check-in online in advance to shorten the entire check-in process upon arrival.

Having spent hours travelling to your hotel, the one thing on your guest's mind is get to their room as quickly as possible.
# Online Check-in

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Joe receives advanced online check-in email prior to arrival</td>
</tr>
<tr>
<td>2</td>
<td>Joe verifies his check-in details on the guest registration card</td>
</tr>
<tr>
<td>3</td>
<td>Joe scans his passport using his phone's camera to proceed with the check-in</td>
</tr>
<tr>
<td>4</td>
<td>Joe completes the online check-in process and is redirected to hotel's mobile concierge</td>
</tr>
<tr>
<td>5</td>
<td>Joe arrives at the hotel with his room prepared in advance and checks in immediately</td>
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</tbody>
</table>
Our guest profile gives you a good snapshot of your guests' information and preferences.

Provide a personalised check-in experience for your guests by knowing their interests.

Introduce facilities or upsell offers that your guests are most interested in.
Allow your guests to stay connected

- With our app-less mobile concierge, guests can easily get any information about your hotel on their own mobile devices.
- Information about your hotel's facilities, including opening hours, menus, promotions, etc. are available for your guests to explore.
- Guests can purchase personalised experiences to enhance their stay at your hotel.
Seamlessly collect guest reviews for TripAdvisor, Google Reviews & Facebook Reviews

- Disable selected post-stay emails to decrease negative reviews
- Increase direct bookings from returning guests by providing a discount code for booking direct

Collect guest reviews & drive direct bookings

Hi Joe,
Thank you for staying with us. We hope you have had a great experience at Z - KAI Demo Hotel.

Your valuable feedback is very important to us. If you have any suggestions, please feel free to reply to this email. We believe your feedback will help us to improve our services.

If you liked your stay at Z - KAI Demo Hotel and had a memorable experience with us, we appreciate that you could give us a good review.

We are also happy to offer you a 15% discount on your next stay or you could extend this offer to your friends and family. Simply use the code "OFF15" when booking via our direct website.

Thank you once again for choosing to stay with us and we look forward to seeing you again.

Z - KAI Demo Hotel

You are receiving this email because you made a reservation at Z - KAI Demo Hotel.
Track

Track your email open rates and click through rates to know how well they are performing.

With an average of 61% open rate and 44% click through rate for pre-arrival emails, you are set for success.

Analyse

Know what your guests are looking at and what upsell offers are converting.

Optimise

Make informed decisions and changes to optimise your upsell revenue.
Our Partners

PMS
Channel Managers
OTA

30+ more..
What our customers are saying

"Guest experience being our highest priority, KAI has helped us reach out to guests before they arrive to find out their special requests or service preferences and at the same time upselling our product and services to drive extra revenue."

Ketut Sunaradi  
Sales Manager - Fivelements Bali

"The KAI team members really know the business and are easy to get on with. Their experience has helped us significantly improve our sales. The results achieved with KAI Hotel Solutions have been outstanding."

Chandra Pratiwi  
Rooms Division Manager - U Paasha Seminyak
Hotels who love you
Supercharge your upsell strategy today

**Guest Journey Automation**
Automatically send personalised emails throughout the entire guest journey to engage and upsell your guests. Engage your guests who book through both direct and OTAs.

**Pre-arrival Questionnaire**
Get to know your guests even before they arrive in your hotel. Personalise their stay with you for a better guest experience.

**Online Check-in**
Collect guest's registration information and passport details using our online check-in to reduce the entire check-in process upon arrival.

**Personalised Upselling**
Increase your upsell conversion and revenue by selling the right experiences to the right guests at the right time.

**App-less Mobile Concierge**
Provide your guests a single place to get information about your hotel and the latest promotions you are running, anywhere on their own mobile devices.

**CRM & Guest Profile**
A consolidated view of all your guests. Know your guest's preferences and stay history to build real connections.
KAI
To find out more
Schedule a demo
gokai.co