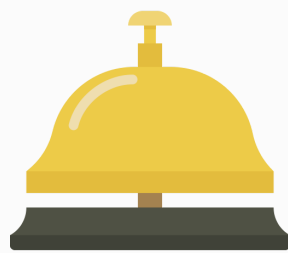


# BOOST HOSPITALITY CUSTOMER ENGAGEMENT WITH SMS FOR BUSINESS

In today's fast-paced, mobile world, consumers want the ability to communicate with companies through text messaging along with phone calls. There are many ways to integrate messaging into hospitality customer experience strategies. Here are some examples of how hospitality businesses can use messaging to communicate effectively with customers.



## 123 HOTELS

Check customers In and provide a personalized experience

Hello Mr Franklin. Thank you for choosing 123 Hotels. Your three night stay starts tomorrow with us.

I can help you pre-check in. When will you be arriving tomorrow?

Hello, I will be arriving at 3 PM tomorrow.

Great! We see you are one of our Diamond level customers. Do you have a preference of a room? Pool or city view?

City

Thanks! We look forward to seeing you tomorrow. If you need anything else please let us know.

Reply STOP to opt out of future SMS.



## BE HEALTHY EATERY

Automate business processes

Hey Sam, this is Be Healthy Eatery. Your table will be ready in 25 minutes.

Please respond YES to confirm, or NO if you no longer need the table.

Reply STOP to opt out.

YES

Great we will let you know when your table is ready!

Sam, your table at Be Healthy Eatery is ready! You have 5 min to check-in to keep your table. See you soon.



## RIO23

Send coupons and promotions

Hello valued customer! This Friday August 30th at Rio23 we are having a end of summer dinner special.

Use the code 'summersover' for 20% off your meal. Reply STOP to opt out.

No matter the industry or size of business, Atmosphere® Messaging from IntelPeer can be used in many ways to interact and engage with your customers, creating happier, and loyal customers. We make it easy and cost-effective to add on messaging capabilities for your business.