

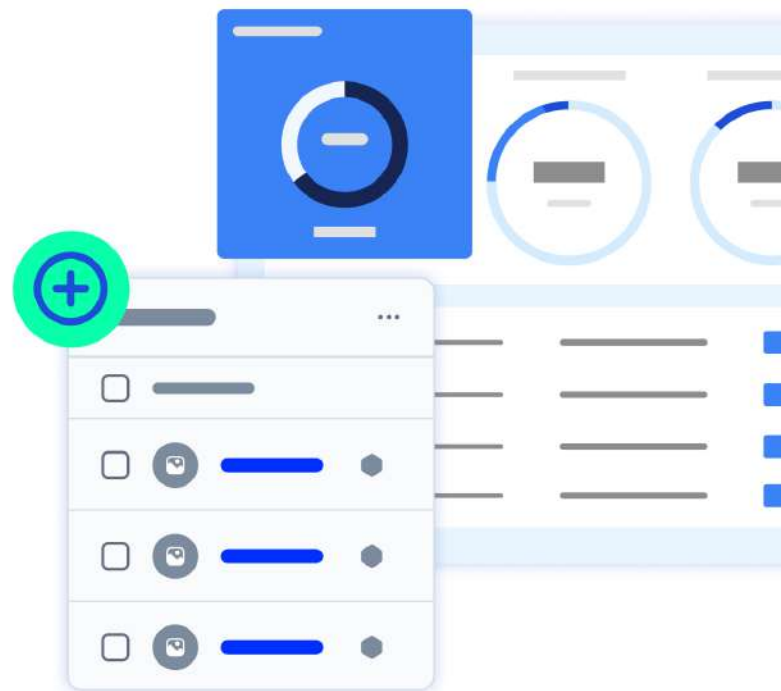
Transform guest surveys into **action**

Ask smarter, dive deeper, increase
guest satisfaction



Fully customizable surveys that gather the data you need to make smart operational decisions. Collect information via in-stay or post-stay surveys at any stage of the journey, via any device. Gather valuable insights by filtering your results based on PMS filters and analyze the feedback with powerful sentiment analysis technology.

Use these insights to make the correct operational and service improvements at your property and watch guest satisfaction, online reputation, bookings, and revenue grow.



Key benefits



Flexible survey tools

Create mobile-friendly surveys with modular questions for properties and guest types.

Tailored surveys for every stage

Design surveys for business areas (gym, spa, MICE) or guest journey stages.

Get detailed, relevant feedback

Show or hide questions based on guest responses for actionable insights.

Resolve issues before checkout

Send in-stay surveys to identify and fix problems, boosting satisfaction.

Increase review volume

Build more reviews through partnerships with TripAdvisor, Google, and others.

Analyze guest sentiment at scale

Identify trends in feedback with sentiment analysis across 700+ concepts.

Benchmark your performance

Compare results against competitors and group properties using shared NPS insights.

Zoom in on key segments

Filter results by room, corporate client, or source to track satisfaction trends.

Elevate departmental performance

Use department-level insights to focus on impactful operational improvements.

Deliver real-time insights

Send custom alerts and reports to ensure teams act quickly on critical data.

Keep guest data secure

Restrict access to sensitive details while maintaining actionable insights.

Guest journey



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