

# 57% reserve hotels online

When customers experience friendly and efficient service at a hotel they are more likely to recommend the hotel to their friends, family or to the general public through social media platforms.

Hospitality Industry

## Facts

- With the number of active cell phones reaching 7.3 billion worldwide, it's highly probable that all your hotel guests own a mobile phone or smart phone.
- 65% of all same day hotel reservations are made from a smart phone
- 81% of travellers find user reviews important when booking a hotel

## Key benefits

### Inform your customers of:

- Their booking confirmation
- Hotel amenities
- Promotional offers such as upselling the hotel's spa or taxi services
- Check-in / check-out times
- Ask guests for feedback

Keep your hotel's guests satisfied by maintaining contact with them upon booking, during their stay and even after they leave? Messito lets you do this directly via their mobile phones.

Improve your guests' experience of your hotel by using Messito.

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