CARIBE ROYALE

SMS Request Report

The following report shows SMS conversations between hotel staff and guests during April of 2015.

Distributed with permission of Caribe Royale Hotel & Convention Center

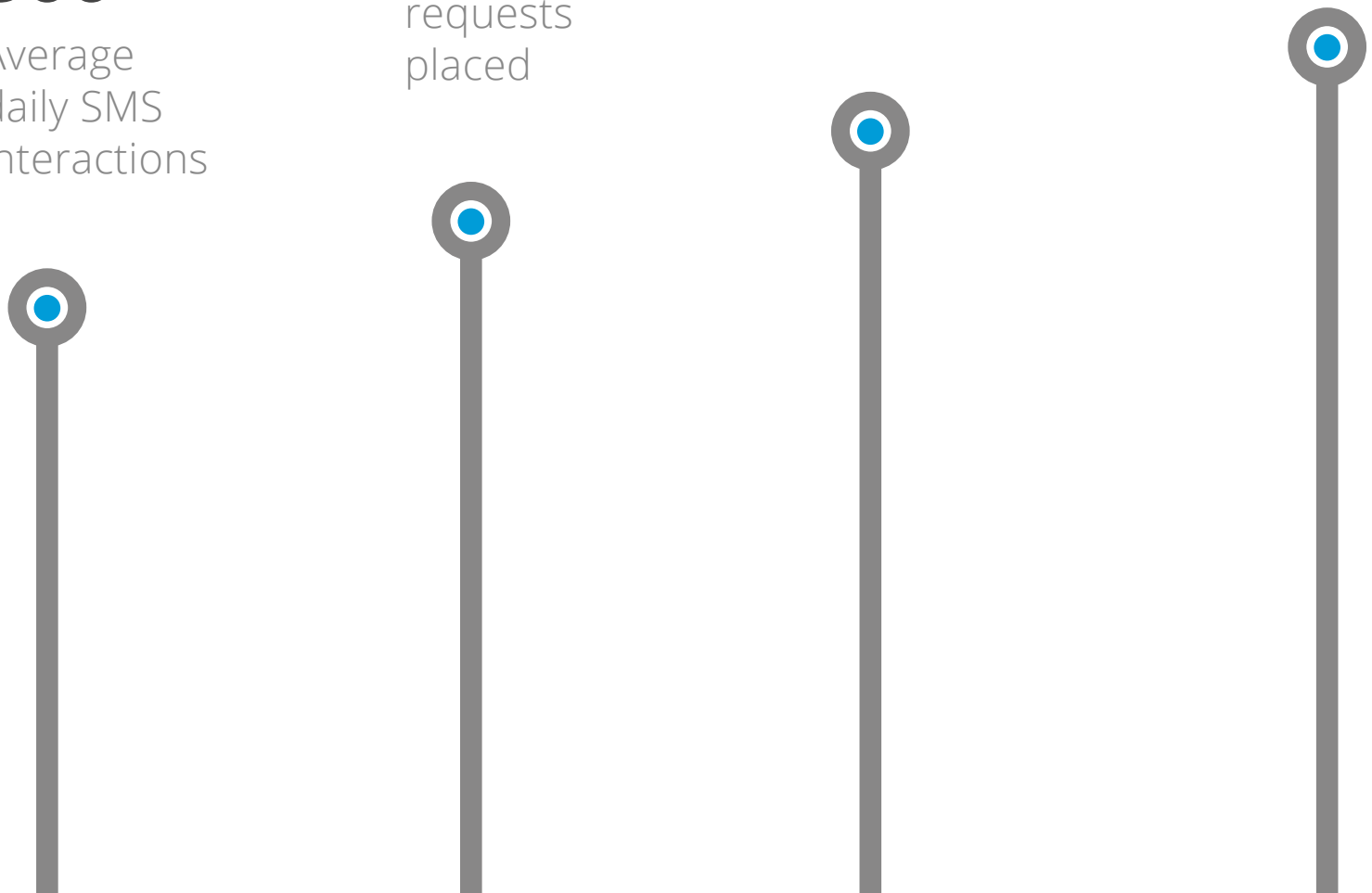
SMS Behavior Overview

300
Average daily SMS interactions

553
Total requests placed

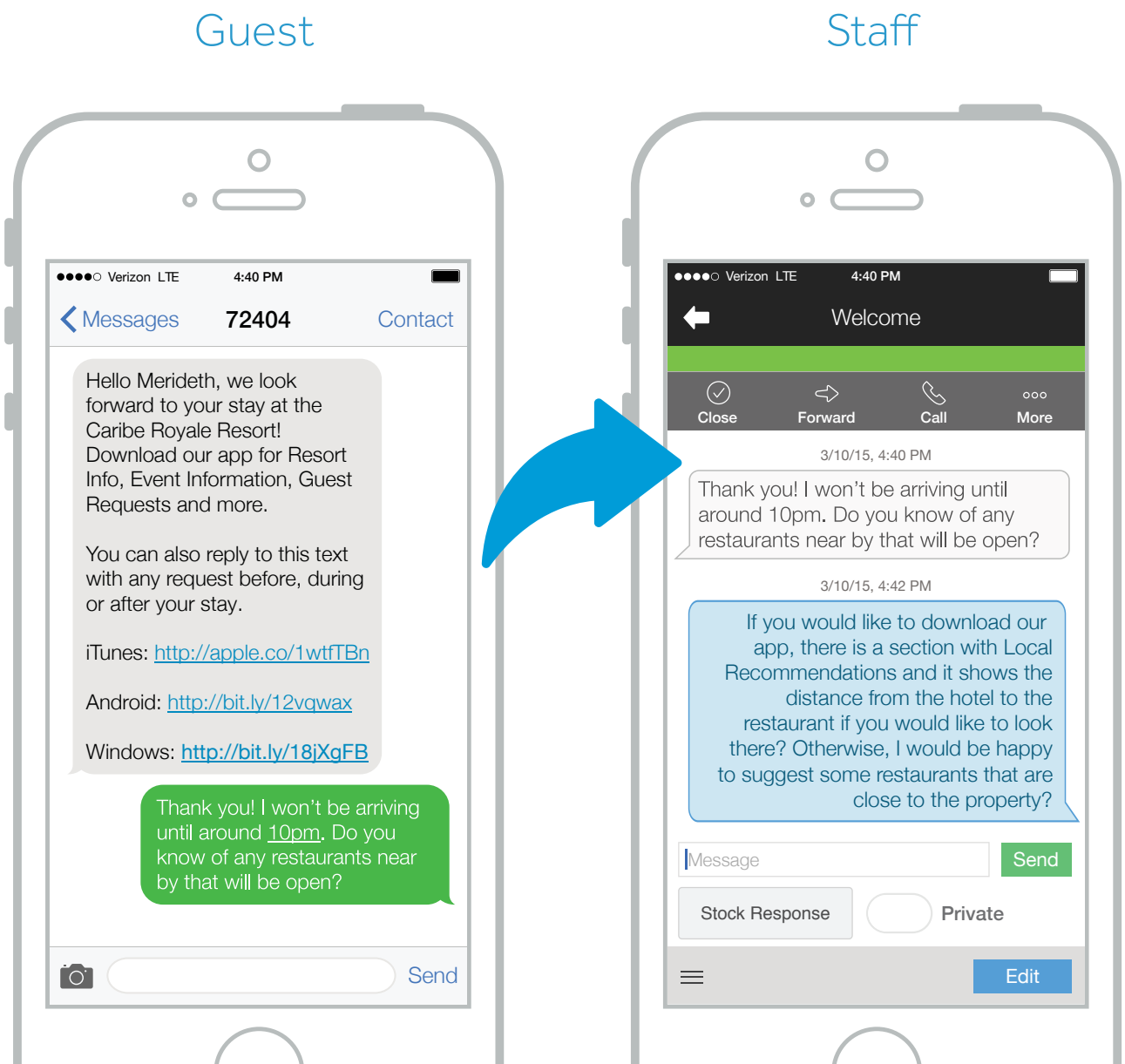
1,189
Total mobile downloads

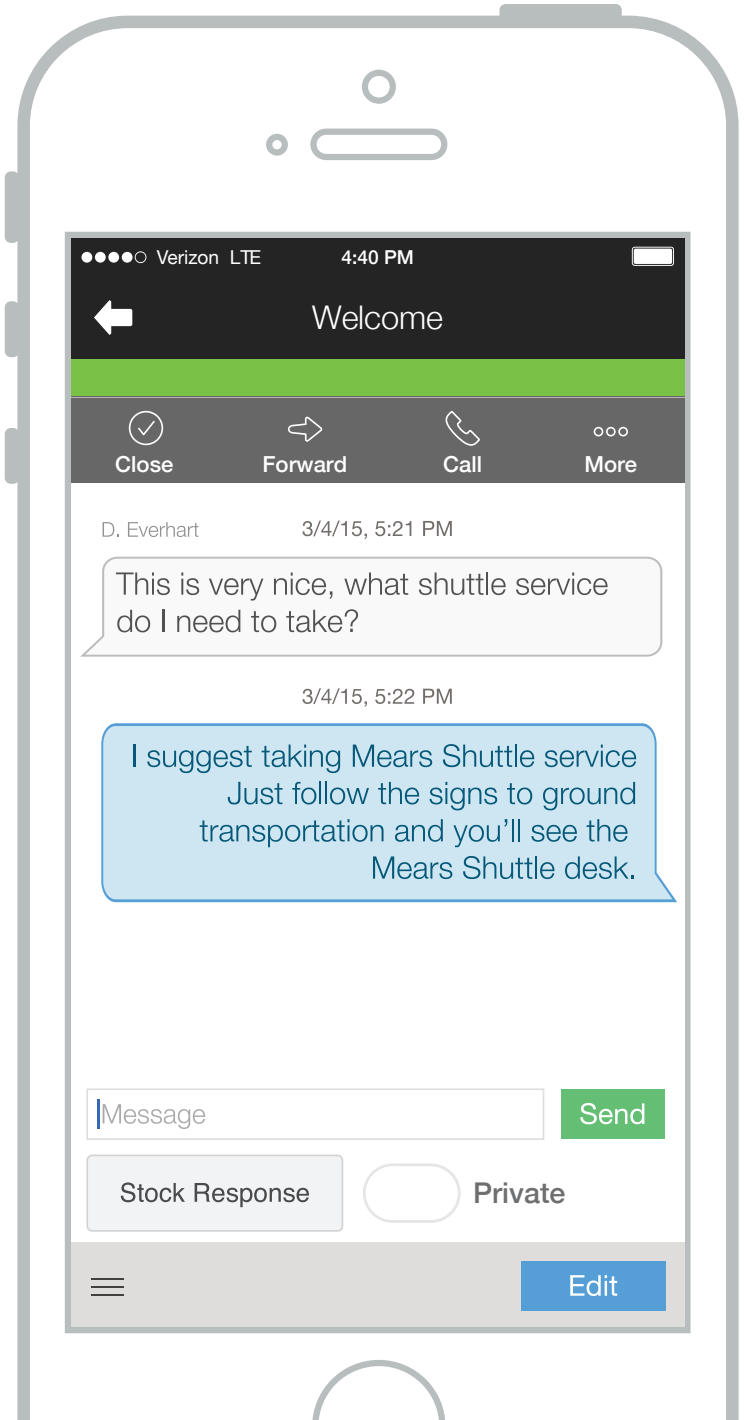
17,748
Total mobile touches in the last 30 days



Before arrival...

April 2015





C. Davis

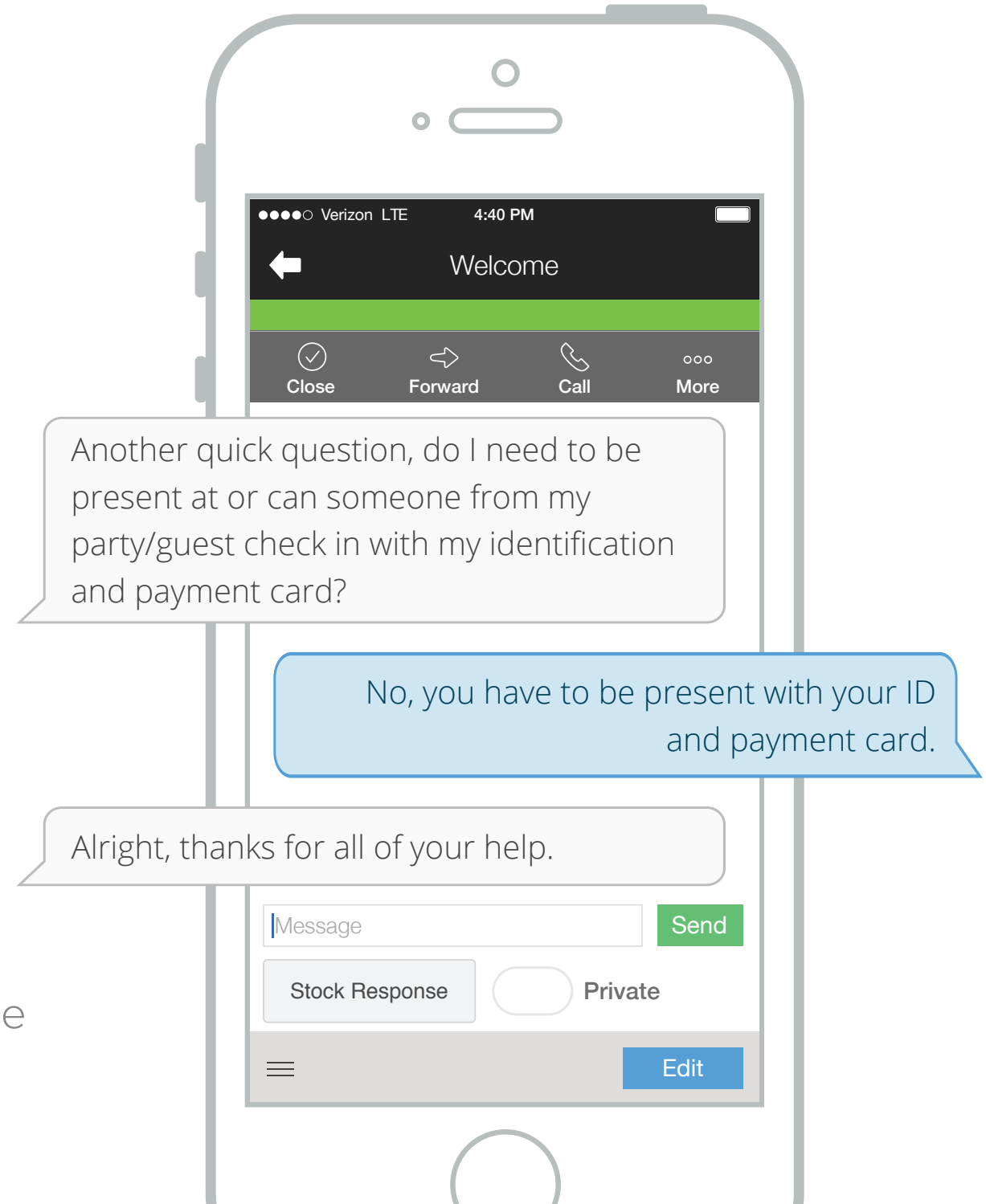
Can I pay with debit at check in?

Caribe

Yes, however the funds we hold at check in will not be available to you.

Guest response

Staff response



B. Vannasane

3/10/15

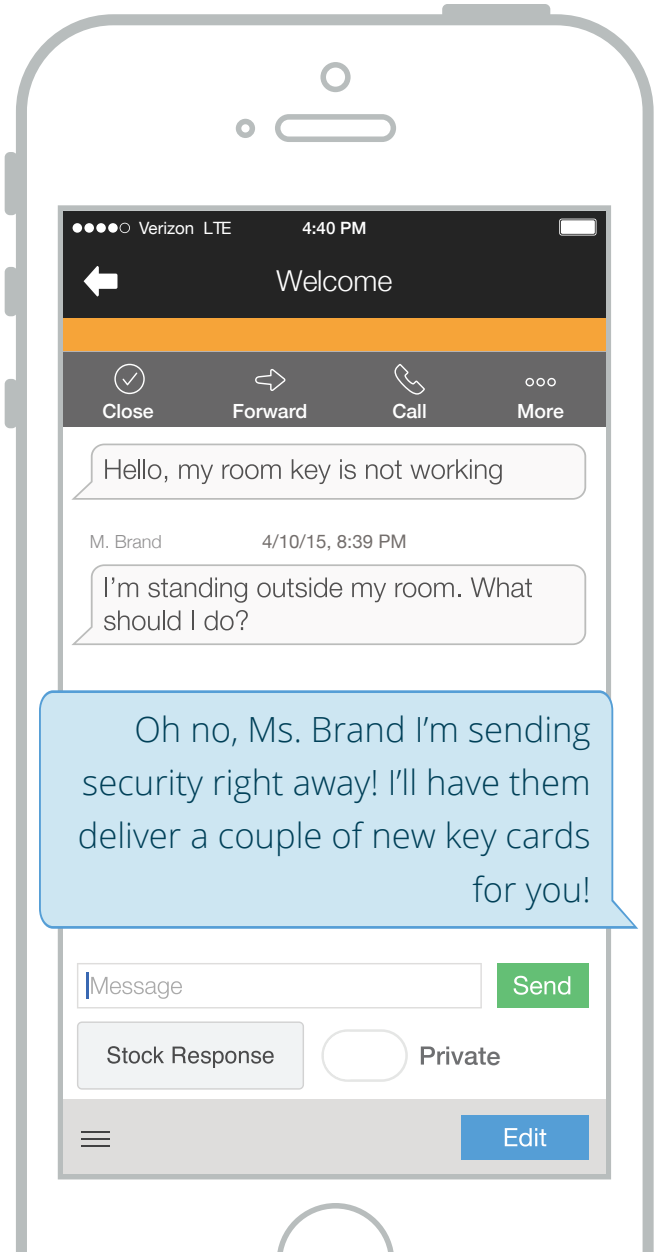
While on site...

April 2015

G. Robinson

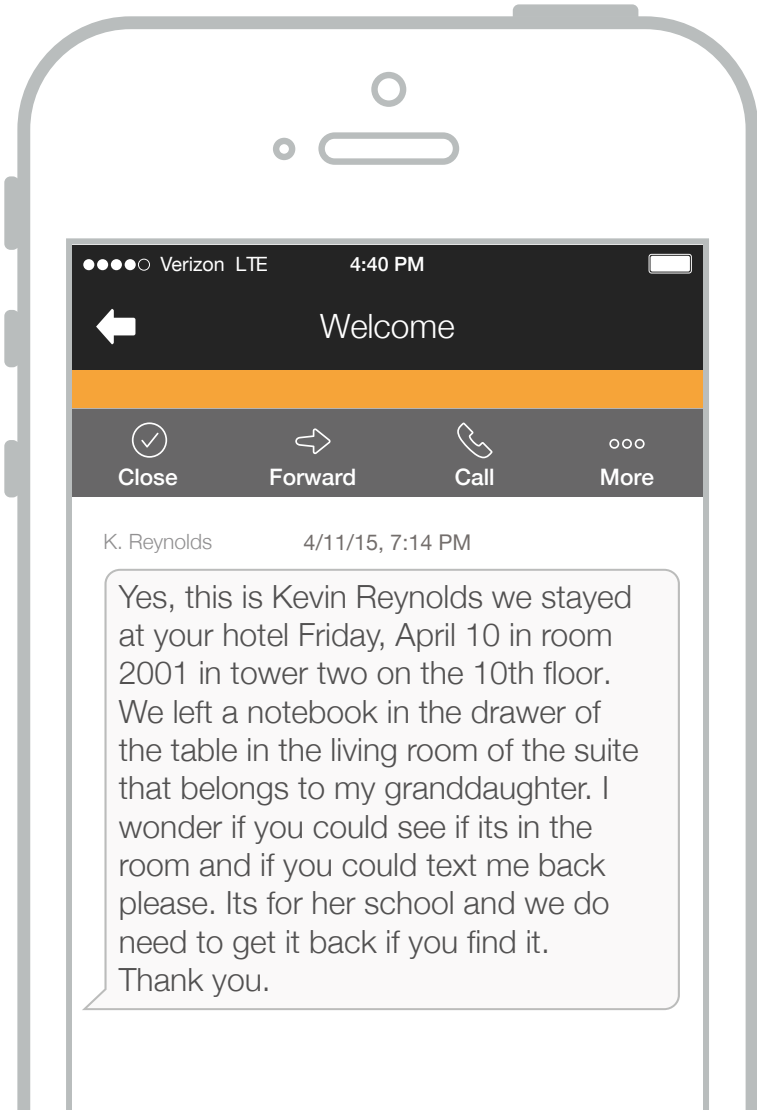
Are there any discounts for Disney available?

Yes, there is. Just stop by our concierge desk located in the reception building. They are open from 7am - 10pm daily.



Post stay...

April 2015



E. Compton

I called lost and found on Monday stating that I had left my poncho behind. They said they would call me back and they have not. I was in room 1634.

Greetings Mr. Compton. We apologize that you have not recieved a follow up call regarding your lost and found inquiry. I have forwarded this message to our Loss Prevention Department whom handles all lost and found items. Thank you for you patience. Best regards.

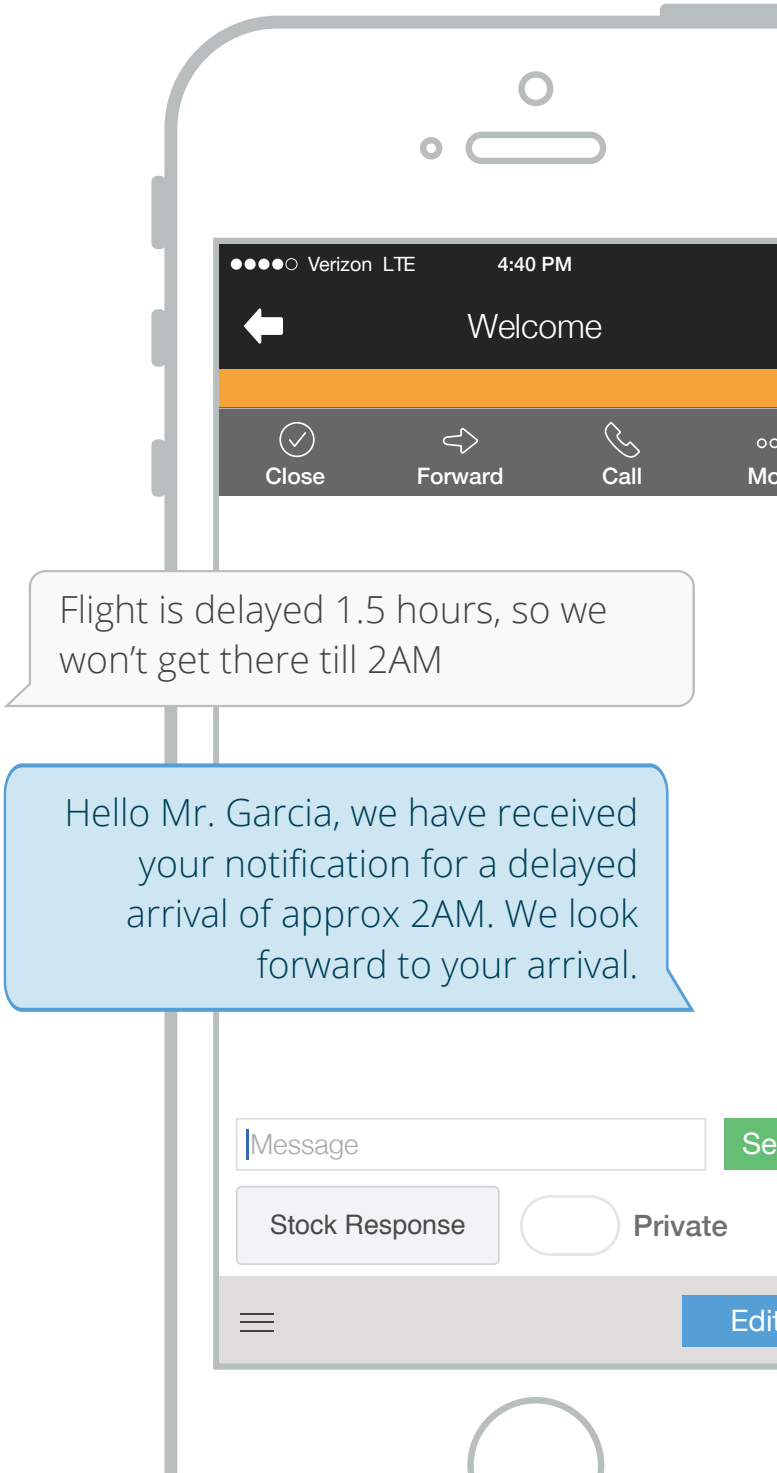
Enhance their stay...

Mr. Robinson, is there anything else I can assist you with?

G. Robinson

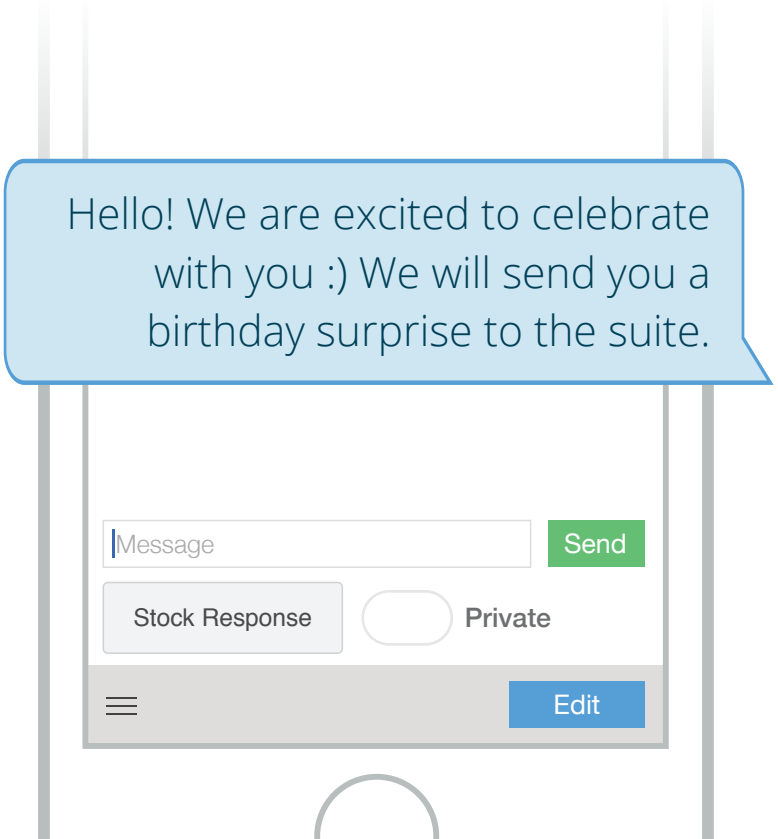
Thank you for asking. Do you have any travel agent complimentary upgrades for your Villas for this stay?

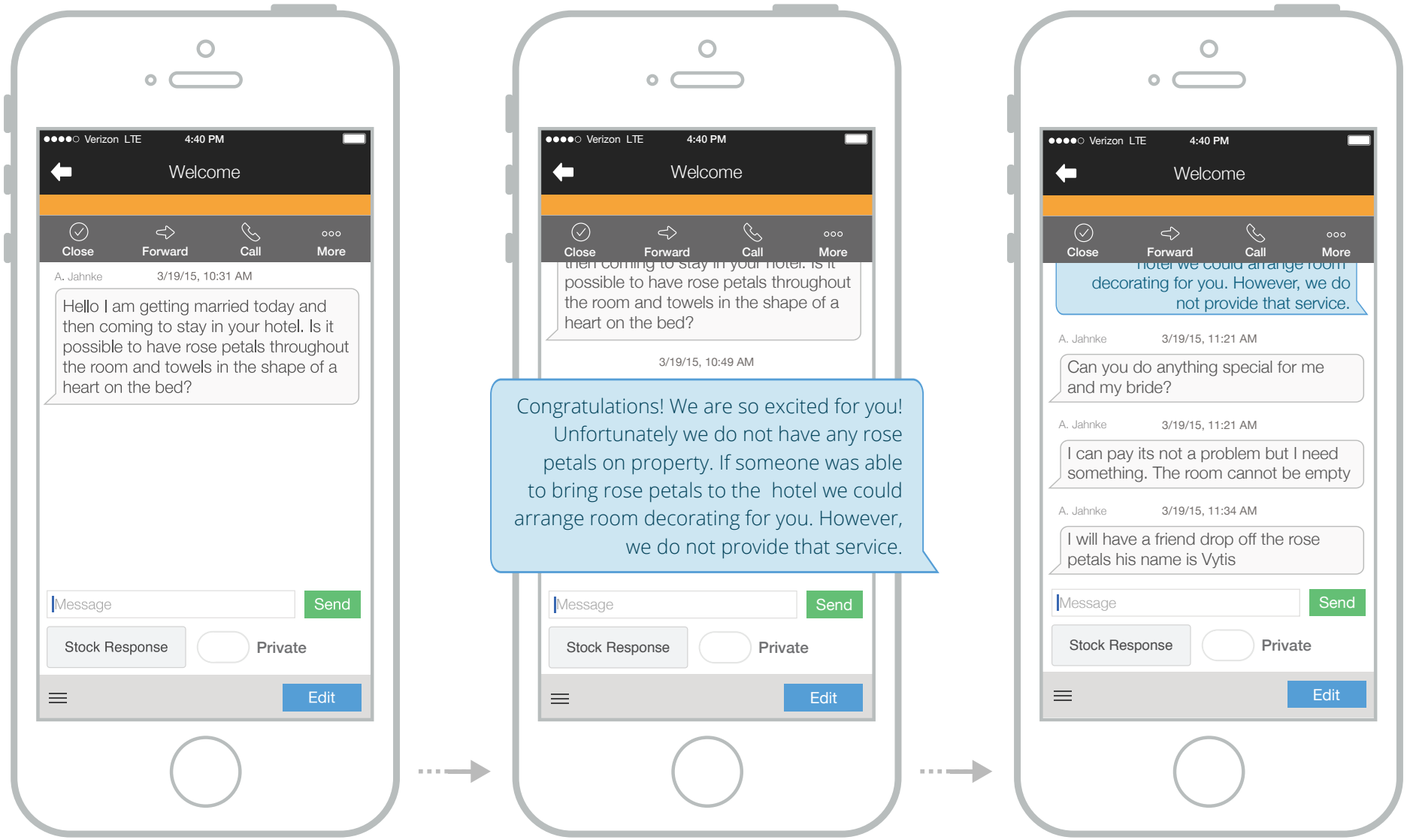
Unfortunately, there isn't a travel agent's complimentary upgrade at this time. However, we do offer a travel agent rate when you book with us. Can I assist you with anything else?



M. Moral

Thank you! We are almost there. No requests for now but I wonder what the hotel does for kids who are celebrating their birthdays? It is my daughter's birthday tomorrow, Easter Sunday. Looking forward to our first stay at Caribe Royale.



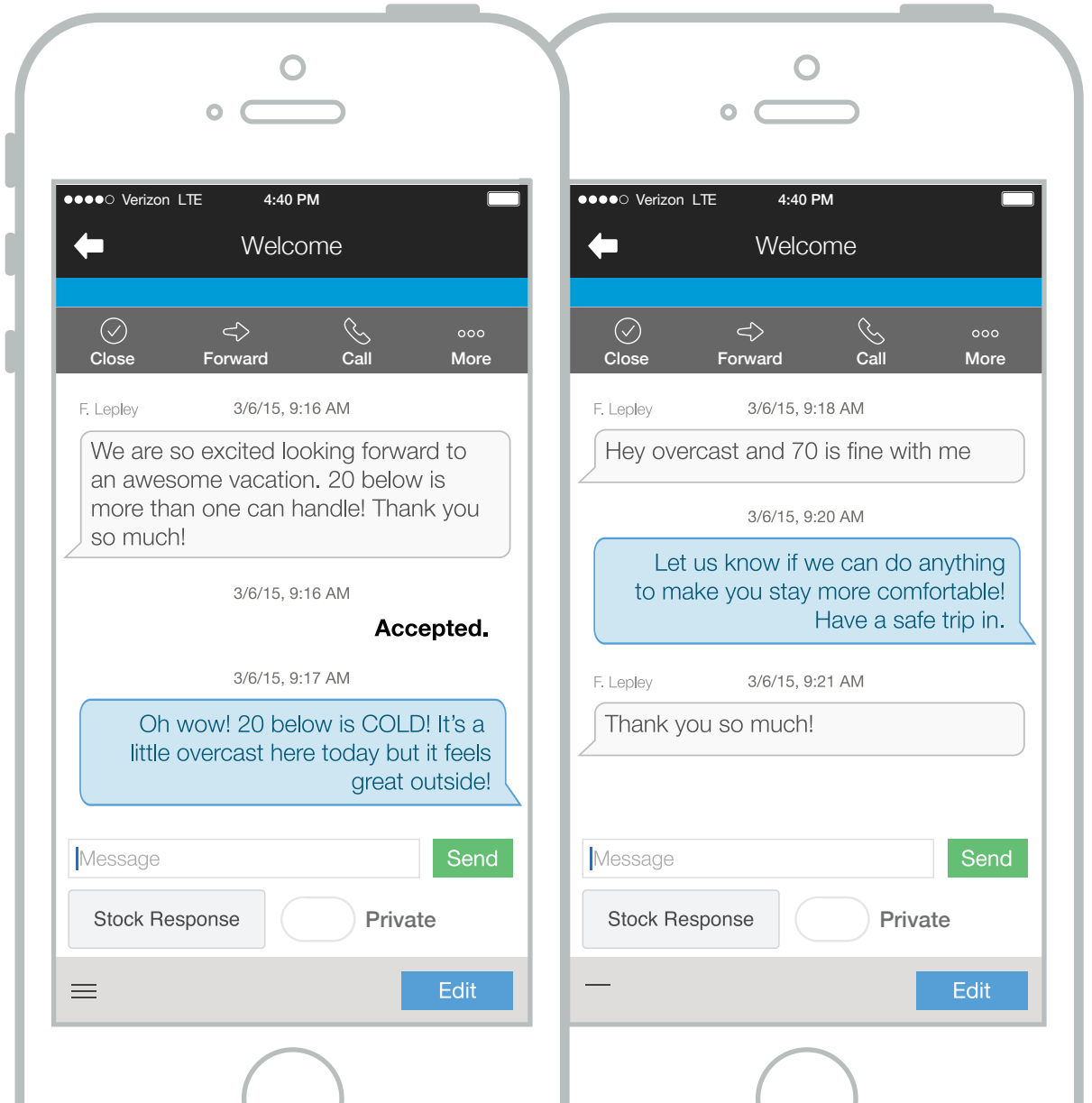

Verizon LTE 4:40 PM
Welcome
Close
Forward
Call
More
A. Jahnke 3/19/15, 10:31 AM
Hello I am getting married today and then coming to stay in your hotel. Is it possible to have rose petals throughout the room and towels in the shape of a heart on the bed?
Message
Send
Stock Response
Private
Edit
Verizon LTE 4:40 PM
Welcome
Close
Forward
Call
More
possible to have rose petals throughout the room and towels in the shape of a heart on the bed?
3/19/15, 10:49 AM
Congratulations! We are so excited for you! Unfortunately we do not have any rose petals on property. If someone was able to bring rose petals to the hotel we could arrange room decorating for you. However, we do not provide that service.
Message
Send
Stock Response
Private
Edit
Verizon LTE 4:40 PM
Welcome
Close
Forward
Call
More
decorating for you. However, we do not provide that service.
A. Jahnke 3/19/15, 11:21 AM
Can you do anything special for me and my bride?
A. Jahnke 3/19/15, 11:21 AM
I can pay its not a problem but I need something. The room cannot be empty
A. Jahnke 3/19/15, 11:34 AM
I will have a friend drop off the rose petals his name is Vytis
Message
Send
Stock Response
Private
Edit

General comments

April 2015

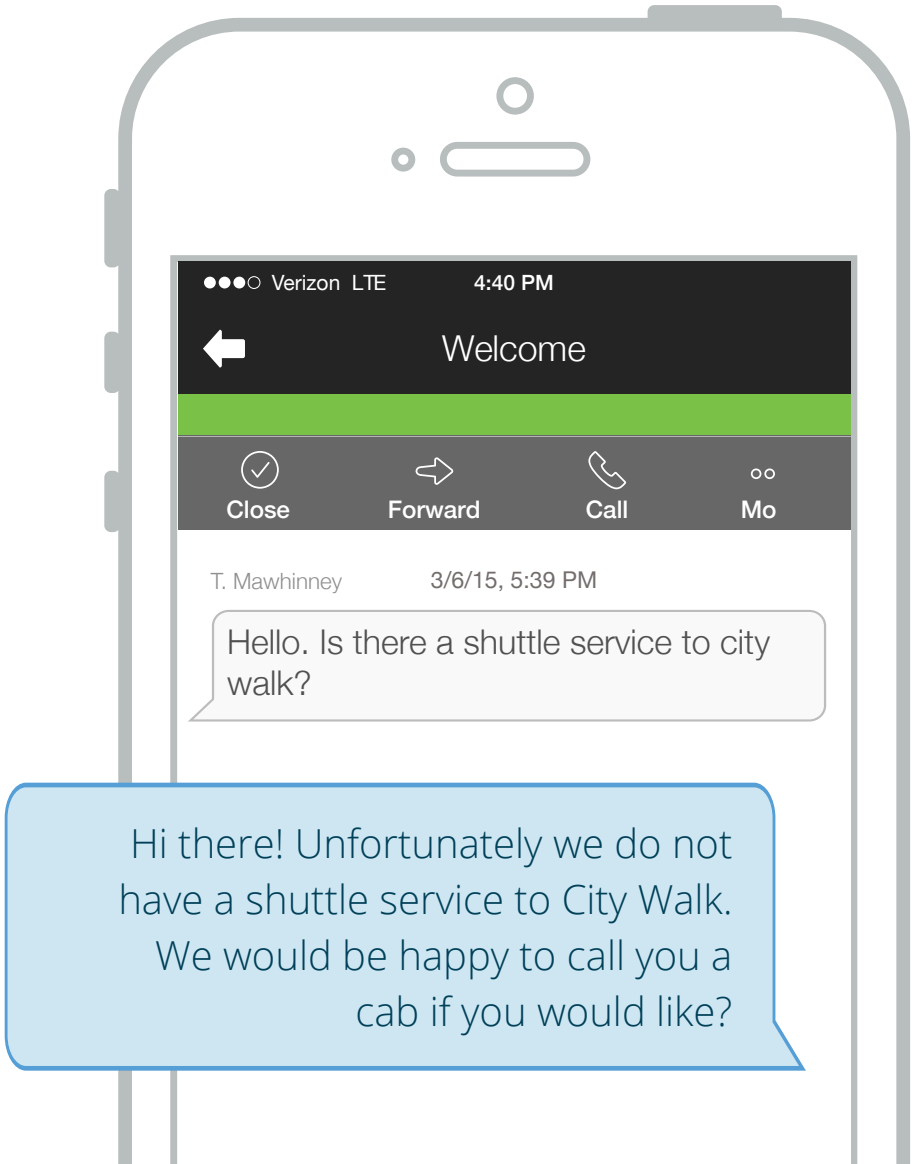
M. Dempsey

Thank you and God bless you!



General requests

April 2015

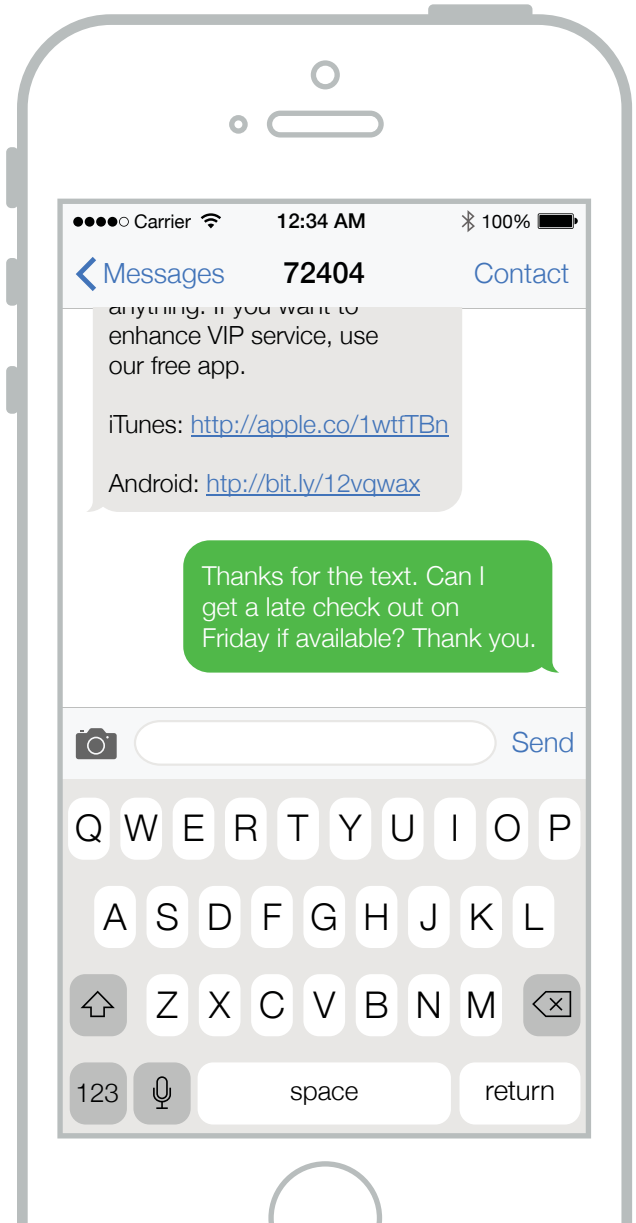


J. Henry

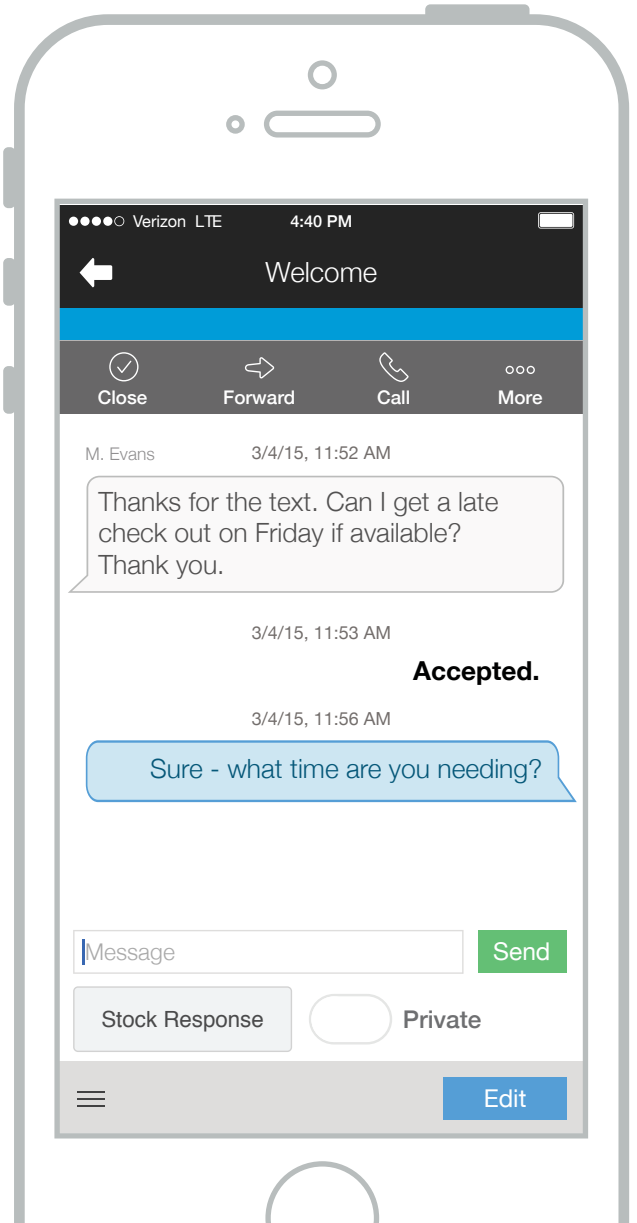
Is my room available for check in yet? Thanks!

Unfortunately, not yet. I will send you a message as soon as it is though.

Guest


●●●●○ Carrier
12:34 AM
100%
Messages
72404
Contact
enhance VIP service, use our free app.
iTunes: http://apple.co/1wtfTBn
Android: http://bit.ly/12vqwax
Thanks for the text. Can I get a late check out on Friday if available? Thank you.
Send
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
return

Staff


●●●●○ Verizon LTE
4:40 PM
Welcome
Close
Forward
Call
More
M. Evans
3/4/15, 11:52 AM
Thanks for the text. Can I get a late check out on Friday if available? Thank you.
3/4/15, 11:53 AM
Accepted.
3/4/15, 11:56 AM
Sure - what time are you needing?
Message
Send
Stock Response
Private
Edit

R. Baez

Request

I would like to request a late check out on Sunday, please.

Solution

Good morning, you would have to contact the front desk for a later check out time. Dial 0 from your room or contact us at 407-238-8000.

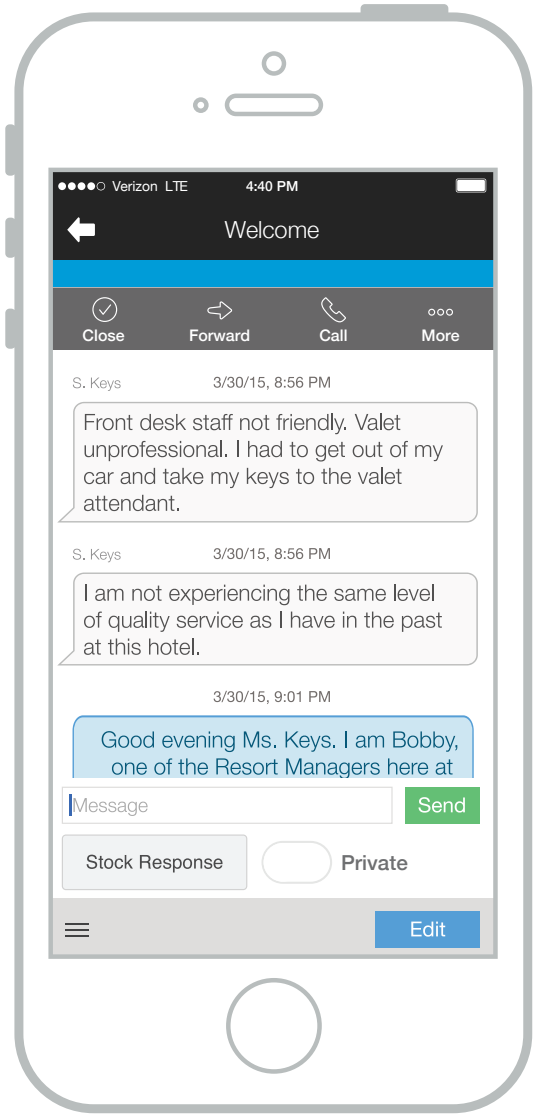
Suggestions & Complaints

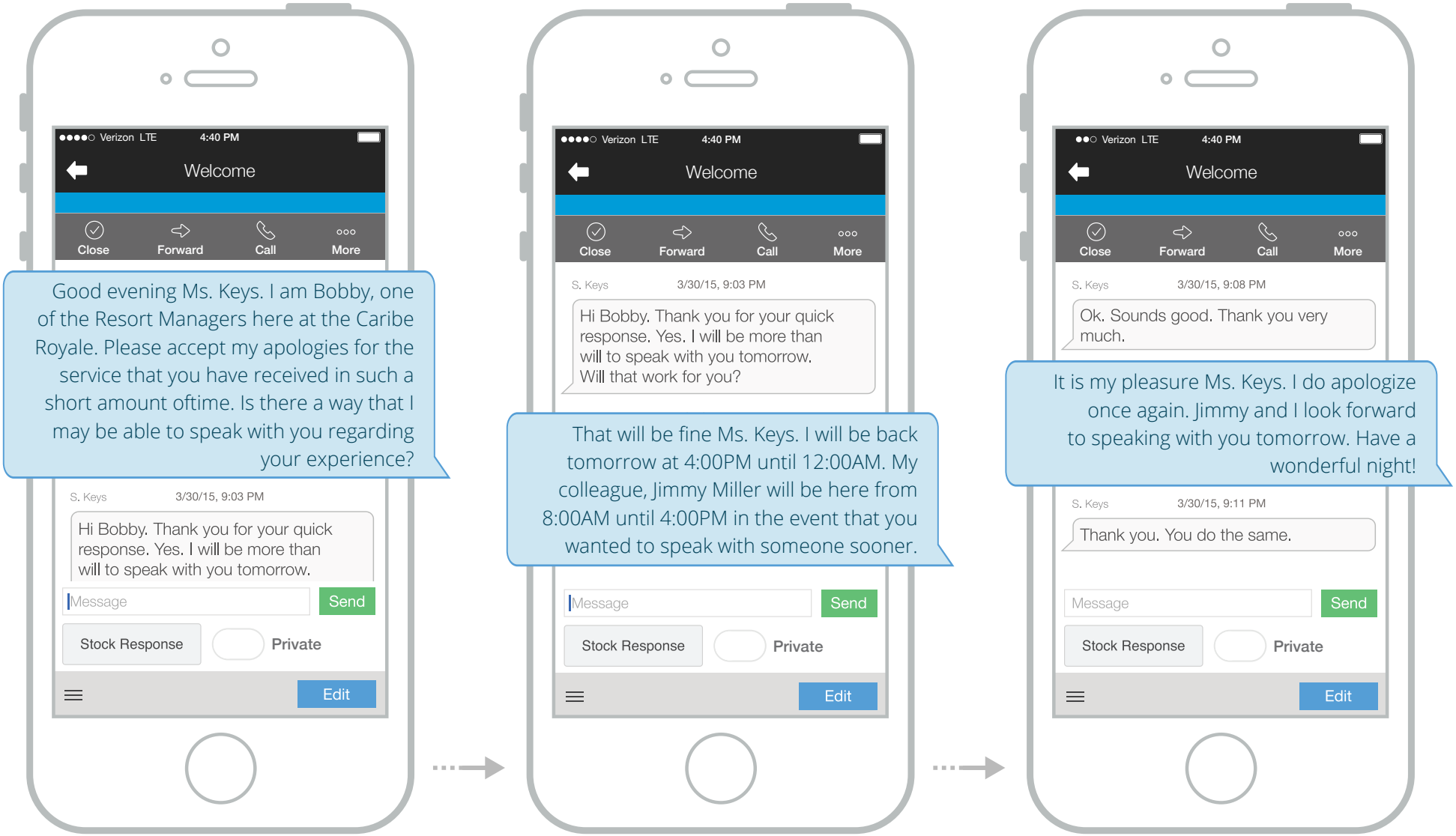
April 2015

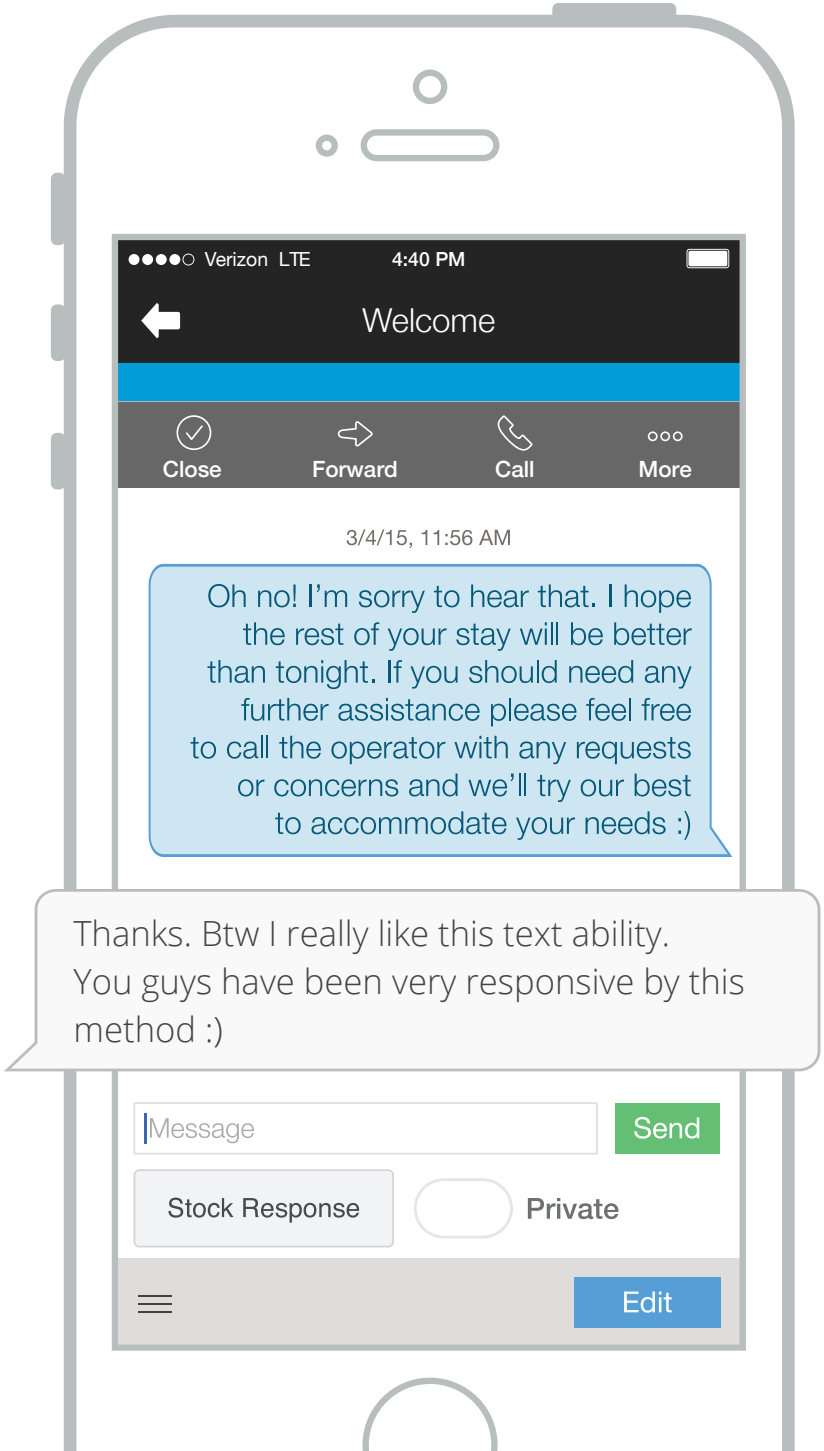
B. Hurley

Hi. I'm completely bewildered. We just got back to our villa and it has not been cleaned yet (again). We did not have the DND up. But we will now be in for a while so now is NOT a good time but we will need this done later.

My apologies Ms. Hurley. Would you like to have your room cleaned earlier tomorrow? I can call the Housekeeping Manager and put in that request for you.




Verizon LTE 4:40 PM
Welcome
Close
Forward
Call
More
Good evening Ms. Keys. I am Bobby, one of the Resort Managers here at the Caribe Royale. Please accept my apologies for the service that you have received in such a short amount oftime. Is there a way that I may be able to speak with you regarding your experience?
S. Keys 3/30/15, 9:03 PM
Hi Bobby. Thank you for your quick response. Yes. I will be more than will to speak with you tomorrow.
Message
Send
Stock Response
Private
Edit
Verizon LTE 4:40 PM
Welcome
Close
Forward
Call
More
S. Keys 3/30/15, 9:03 PM
Hi Bobby. Thank you for your quick response. Yes. I will be more than will to speak with you tomorrow. Will that work for you?
That will be fine Ms. Keys. I will be back tomorrow at 4:00PM until 12:00AM. My colleague, Jimmy Miller will be here from 8:00AM until 4:00PM in the event that you wanted to speak with someone sooner.
Message
Send
Stock Response
Private
Edit
Verizon LTE 4:40 PM
Welcome
Close
Forward
Call
More
S. Keys 3/30/15, 9:08 PM
Ok. Sounds good. Thank you very much.
It is my pleasure Ms. Keys. I do apologize once again. Jimmy and I look forward to speaking with you tomorrow. Have a wonderful night!
S. Keys 3/30/15, 9:11 PM
Thank you. You do the same.
Message
Send
Stock Response
Private
Edit



Top 5 requests placed

- Transportation information
- Special requests
- Check-in
- Check-out
- Disney tickets

Implementing SMS contextual messaging for communicating with guests in real-time scenerios is significantly impacting the Caribe Royale's guest experience, and saving the hotel thousands of dollars annually by removing the need for multiple vendors and their fee requirements.

Being able to manage the SMS and guest request using the same central, cloud-based content management system (CMS) that operates a multitudes of their products on-site makes the process easy to use and is quickly adopted by hotel staff.

Monscierge makes instant communication between hotel and guest easy and affordable.