

Customer testimonial

Inn at the 5th



“Cendyn contributed to our ranking of No. 11 in the nation on TripAdvisor. It’s huge for us. We’ve tripled the frequency of reviews since using the product.”

Inn at the Fifth in Eugene, Oregon, is a “very special boutique hotel.” Full of thoughtful details, the 69-room property boasts strong roots in the community, an unwavering commitment to service and a down to earth, friendly vibe.

THE CHALLENGE

Inn at the 5th was looking for a technology partner to aid in sending emails and serving guests before, during and after their hotel stay, said Nicole Roselio, Director of Marketing for Obie Hospitality. “We have a service heart—taking care of guests and anticipating their needs is our top priority,” Roselio said.

THE SOLUTION

The hotel ultimately selected the Cendyn Guestfolio solution because it provided an easy to use technology solution for guest communications, including pre-arrival, mobile concierge or post stay.

By using the Cendyn Guestfolio solution in pre-arrival communications, Inn at the 5th gains details on special occasions and other ways a visit to the hotel could be enhanced. The mobile concierge shares information about the local area like restaurants, parks and nightlife. Post stay emails include immediate surveys, with an extension to Trip Advisor.

“It allows us to anticipate our guests’ needs and get their feedback,” Roselio said. “We can see what’s going well and where we can improve.”

FAVORITE FEATURES

“We appreciate the extension to Trip Advisor,” Roselio said. “It’s been incredibly beneficial to us. Like the ability to log in and skim through feedback from the surveys. It’s been nice to get a quick glance as to how we’re doing.”

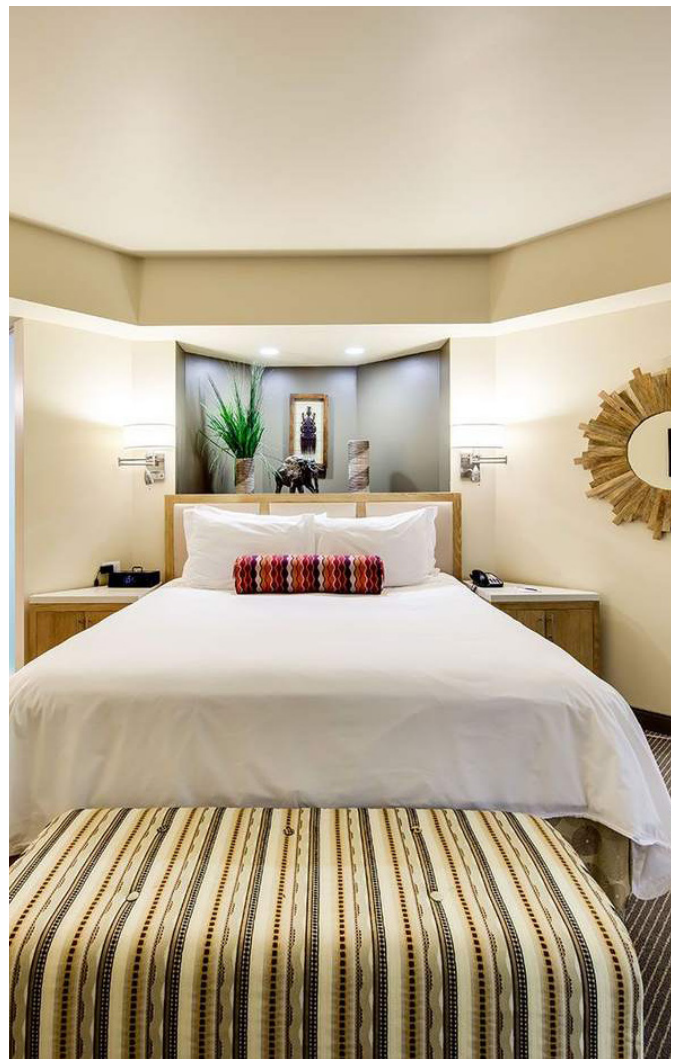
BOTTOM LINE RESULTS

The frequency of reviews for Inn at the 5th dramatically increased since deploying Guestfolio. “Since we incorporated, it’s tripled the frequency of TripAdvisor reviews,” Roselio said. “We are now ranked No. 11 in the nation. It’s huge for us. We couldn’t be prouder.”

SUCCESS STATS

The Inn at the 5th achieved phenomenal results on TripAdvisor with Guestfolio’s survey connector.

- **Ranked No. 1 in the region**
- **Ranked higher than 97% of hotels in the region**
- **Rated 5/5**



CONTACT US

+1-800-760-8152

info@cendyn.com

cendyn.com

980 N Federal Hwy, 2nd Floor
Boca Raton, FL 33432 USA