

eConcierge & Hyatt

Upgrade and enhance the guest experience

eConcierge for Hyatt is the platform to drive incremental ancillary revenue and provide personalized recommendations and itineraries for every guest.

Empower your guests to customize their stay, browse personalized recommendations and manage their itinerary and in-stay experience via a branded, mobile-friendly platform.

eConcierge for Hyatt means you can go touchless. Use QR codes so that guests can manage their stay online with minimal contact from the safety of their room. Ensure you have the right data and tools to communicate effectively with your guests throughout the travel journey with eConcierge for Hyatt.



Highlights



EMPOWER YOUR GUESTS

Allow your pre-stay and in-house guests to explore property-exclusive services and book custom requests, maximizing your hotel's incremental revenue and fostering seamless on-property experiences.



ITINERARY PLANNING

Guests have direct access to customize their pre and in-stay itinerary by day. The confirmation email contains a unique link to a branded portal, allowing them to customize their stay with variations of seasonal activities, recreational services, and on-property outlets. All available digitally and in multiple languages.



TOUCHLESS GUEST SERVICES DIRECTORY

Eliminate the use of the in-room guest services directory and use eConcierge as a comprehensive alternative. Supply guests with a QR code and drive them to your property's digital portal to view real-time communications, including hotel details, amenities, services, safety information and more.



RESERVATION DETAILS

Guests can easily view and manage their upcoming reservation, update profile information, and view all relevant details related to their visit in one easy-to-use branded dashboard.



MANAGEMENT CENTER

Instant system notifications provide staff with easy, one-click access into the request queue (management center), allowing concierge staff to quickly identify and respond to real-time requests for guests.

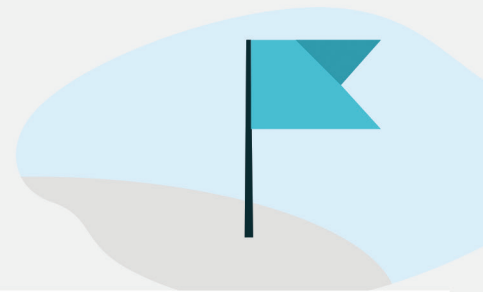


HYATT INTEGRATIONS

eConcierge supports Hyatt-specific third-party spa and room upgrade integrations, as well as select CRM functionality.

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FEATURES	ECONCIERGE & HYATT
Real-time publishing	To get you up and running quickly, eConcierge for Hyatt allows hotels to customize their own content, imagery, messaging, offers & more with real-time publishing.
Management center	System notifications provide staff with one-click, easy access into the request queue (management center).
QR code functionality	Supply guests with a QR code & drive them to your property's digital portal to view real-time communications, including amenities, services, safety information & more.
Profile & itinerary configuration	Allow guests to update their profile information & quickly access their future stay itineraries.
Property information	Display unique property services, amenities & information so guests can view real-time information available at their fingertips.
Activities	Upload property-specific activities, including seasonal information, pricing & booking functionality.
Dining	Include specific food & beverage imagery, pricing & reservation booking functionality.
Transportation	Ability to offer the functionality to book a rental car, shuttle bus, limousine, town car or other property transportation offerings.
In-room amenities	Upload in-room amenity options & services with descriptions & upgrade functionality.
Spa	Spa-specific content including treatment types, pricing, cancellation policies, & booking functionality.
Multi-language & currency	eConcierge supports multiple language & currency options booking functionality.

Want to see how to upgrade and enhance the guest experience? Contact us for a demo!

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