

Recognize your guests and drive revenue with Guest Management Solutions, TravelClick's Customer Relationship Management (CRM) platform.



A 360-Degree Guest Profile

In today's competitive landscape, it's increasingly important to know and understand your guests' needs.



Recognize and value your best guests with a de-duped and consolidated view of your guest database



Drive actionable data by creating filters based on source, location, top guests



Improve ROI by engaging your guests with the right message at the right time

Integrate your CRS and CRM

TravelClick's interconnected suite of solutions brings together our iHotelier Central Reservation System with Guest Management Solutions platform.

_Personalized Abandonment: use CRS browsing and booking history to power predictive algorithm to offer what the guest is most likely to purchase after abandoning

_Personalized Upsell: that same predictive algorithm sends a personalized offer for guests to upgrade to automatically drive more incremental revenue

_Reward and Redeem Loyalty: create a robust rewards program with easy redemption for room during the booking process

Personalize each touchpoint of the guest journey

Pre-stay

Automated Transactional Emails with dynamic content increases engagement

Triggered Upgrades and Abandonment drives incremental revenue

Post-stay

Surveys with TripAdvisor and Google Places integration make it easy to track guest satisfaction



Contact a **TravelClick expert** to learn more about Guest Management Solutions.

www.travelclick.com

We are all about maximizing revenue for hotels. Our data-driven solutions enable over 25,000 customers around the globe to know, acquire, convert and retain guests.