



# Hotel Feedback

real time guest reviews

Get **real-time**  
**feedback** prior to  
being published



A **revolutionary**  
way to get reviews  
via your hotel's Wi-Fi



**700% more reviews**  
than by any other means



# Stay connected with your guests in the most efficient way!

Hotel Feedback allows you to monitor your guests' satisfaction. Through Hotel Feedback you can:

- ▶ be in direct contact with your guests about the quality of service they receive
- ▶ promote special offers and/or amenities
- ▶ learn what's trending
- ▶ be informed of a guest's special needs and preferences

## How does it work?

Hotel guests log in to activate the in-house Wi-Fi via a mobile phone, tablet or laptop, and are then redirected to Hotel Feedback's landing page.

Questions related to quality of services (e.g. check-in experience, accommodation, food & beverage, business center, fitness center, etc.), can be delivered whenever you decide.

Positive reviews from other patrons are automatically emailed to guests within a week after their departure, motivating them to add their positive comments on their social media pages.

If a negative evaluation occurs while a guest is in residence, the hotel manager is automatically notified by email to proactively deal with issues prior to the guest's departure.

Hotel Feedback also represents a unique opportunity to increase revenue while enhancing the guest's experience through promotional offers or additional amenities.

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HOTELS & RESORTS

### Welcome

Fill this form for internet access

Register by [f Facebook](#) [in LinkedIn](#) [G+ Google+](#)

Full name  Country

Your email

I am not staying at the hotel, I am visitor

Your room  Arrival  Nights of stay

[Submit](#) [Skip](#)

Notice: By submitting this form you accept our [Terms of Use](#) and [Privacy Policy](#).

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Hello James

Your opinion is very valuable to us.  
Therefore we are very interested to hear about what you think of our facilities and services.

Service ☆☆☆☆☆ Rooms ☆☆☆☆☆

Cleanliness ☆☆☆☆☆ Value ☆☆☆☆☆

Location ☆☆☆☆☆ Sleep Quality ☆☆☆☆☆

Comments

[Submit](#)

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### During your stay

You are connected

**Mediterranean and Italian tastes in... Al Fresco!**

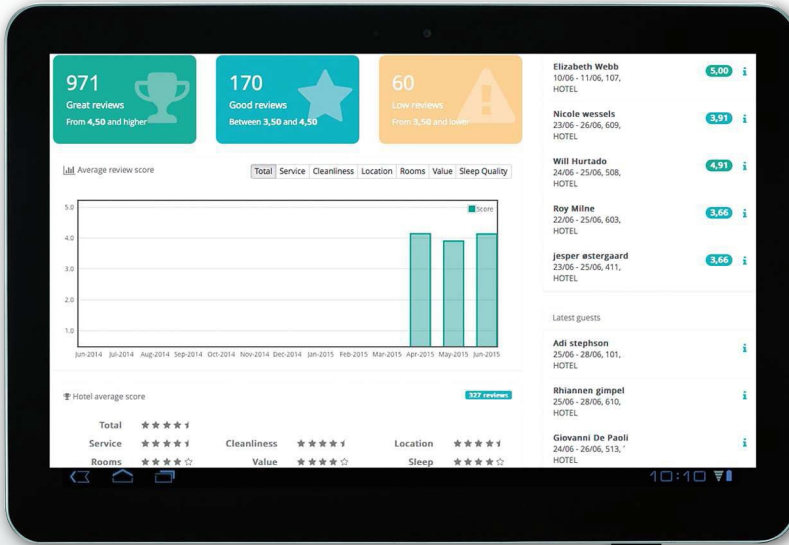
Light meals, fresh salads, pasta, pizza and demanding dishes during lunch and dinner.  
Let your "journey" begin today in Al Fresco!

[Read more](#)

**Spa Experience**

Relaxing during the day in our luxurious Usipa center is more than rejuvenating. Choose your treatment today and let us guide you in a trip full of sensations.

[Read more](#)



## Real-time analytics help monitor the needs and experience of your guests

HotelFeedback provides an easy-to-use web management system for monitoring and replying to comments during their stay & after check out.

If desired, the system can give you the option of a second round of questions, adjustable to your business needs.

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Hello James

Thank you for dining with us. The information that you share with us will be very useful in helping us improve our services.

Service ☆☆☆☆☆

Food quality ☆☆☆☆☆

Wine collection ☆☆☆☆☆

Comments

Submit

Elounda Village αιώνες αναμνήσεις!

4.26 / 5.00

Elounda Village

Live Guest Rating Score 4.26

08-06 Maria	4.50
08-06 webb	4.91
08-06 Gordon	4.58
07-06 Sorin	4.66
02-06 John	4.58

BOOK NOW MAKE YOUR RESERVATION

SPA & Wellness

Powered by HotelFeedback

Also available is the option to display guests' overall ratings and comments on your property's website via a special banner containing its date & time stamp. Fast and free advertising from satisfied guests will result in increased and repeat bookings.

During your stay  
Meet and talk with other guests here

Kostas Georgiou from Greece  
13 Jun 16:12 Currently staying

Hello all,  
Tomorrow I will be making the tour of the island by car. The car is rented and if anyone wants to join me for the day and split the cost it would be so nice!

John Kingston from USA  
12 Jun 11:44 Checking out today

Hello friends,  
I will be at the hotel bar tonight and it would be really nice if anyone of you will join me for a drink and some small talk.

Jason Statham from USA 19 Jun 21:44

That's nice! I will meet you there and have a nice chat with beer!

## Create a social media channel within your hotel!

HotelFeedback provides the option for an inner social network exclusively for your guests, allowing them to:

- ▶ communicate by exchanging messages and opinions for nearby places of interest
- ▶ share information about day tours, car rental, local dining suggestions not included in tour guide books etc.
- ▶ find friends or make new ones at the hotel!



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