PORTIER

Welcome to
Portier Hotel

Swipe to unlock

The "Smooth Discovery" Guest Journey

Smooth Discovery

To us and to our users, Portier is a remote control to your travel experience, and that statement is clearly more than just semantics. Our platform is designed to have an impact on every element of a traveller's journey across a destination.

The key to having an impact on a journey is what we like to call "smooth discovery" - an efficacious way of getting your guests to use technology. In that sense, our user journey delivers the industry's best results and highest efficacy when it comes to guest usage.

CHECK-IN

Guests arrive at the hotel. Your hotel reception welcomes them and it is recommended that your staff give a brief introduction of the Portier Phone waiting in the room

IN-ROOM

The Portier Phone can be found in the guest's room - every phone comes with a charging dock and a custom case

EXPLORING HOTEL

Digital content replaces compendiums and push messages can be sent to guests to promote any ancillary services your hotel has on offer

EXPLORING DESTINATION

Stay engaged with your guests even as they leave your property to explore the destination

REVIEWS

Drive reviews with our Quick Review Feature and gather more actionable and positive feedback from guests

CHECK-OUT

As simple as checking in, guests leave the phone in the room and all usage data is wiped

IN-ROOM

80%

OF GUESTS CHOOSE TO USE A PORTIER PHONE

1 PHONE CAN BE FOUND IN THE ROOM

2 NO NEED TO DOWNLOAD ANYTHING

3 NO HIDDEN CHARGES

**4** SMOOTH KICK-OFF

EXPLORING HOTEL

7%

Conversion Rate from Upsell Opportunities

Your traditional guest compendium is not measurable, making upselling ancillary services a challenge.

Our average conversion rate on promotions leads the industry at 7%. Through strategies like push messaging and dynamic call-to-action buttons, Portier drives more guests to book your hotel's ancillary services.

EXPLORING HOTEL

7

CALLS PER ROOM PER DAY

42%
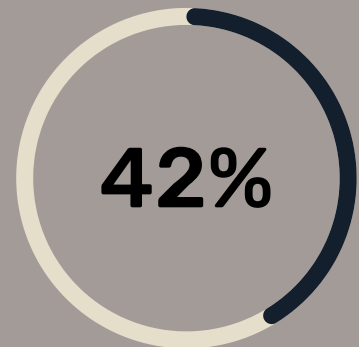
During COVID-19: 42% Local Calls

The 7 calls made per room can range from international to local calls. Having said that, a large share of local calls was placed between guests and hotel staff during the pandemic in particular. The calls were initiated by domestic travellers enquiring about the hotel's facilities and services.

The popularity of voice, even with domestic travellers, is a testament to the seamless experience on Portier Phones where guests can read content and operate a clearly visible call-to-action button, removing all friction.

EXPLORING DESTINATIONS

55 **min**

average daily Portier Usage per Guest
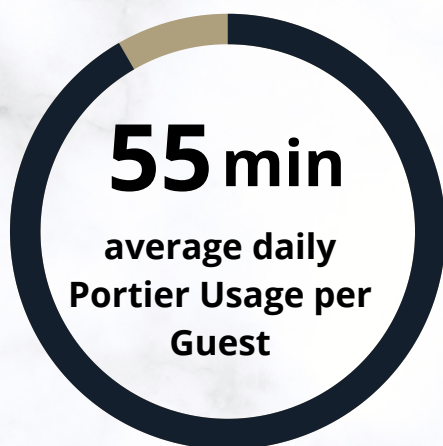
- Guests enjoy a frictionless experience when they leave the hotel to explore the city

- The Portier Phone provides instant localisation for guests via deep city guide content

Data doesn't lie - hotel guests love using Portier Phones! Using a phone also means guests are able to bring it along with them when exploring the destination. This gives your hotel additional opportunities to increase engagement with your guests.

REVIEWS COLLECTION
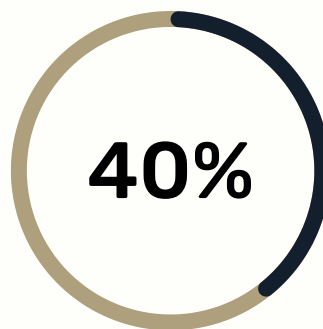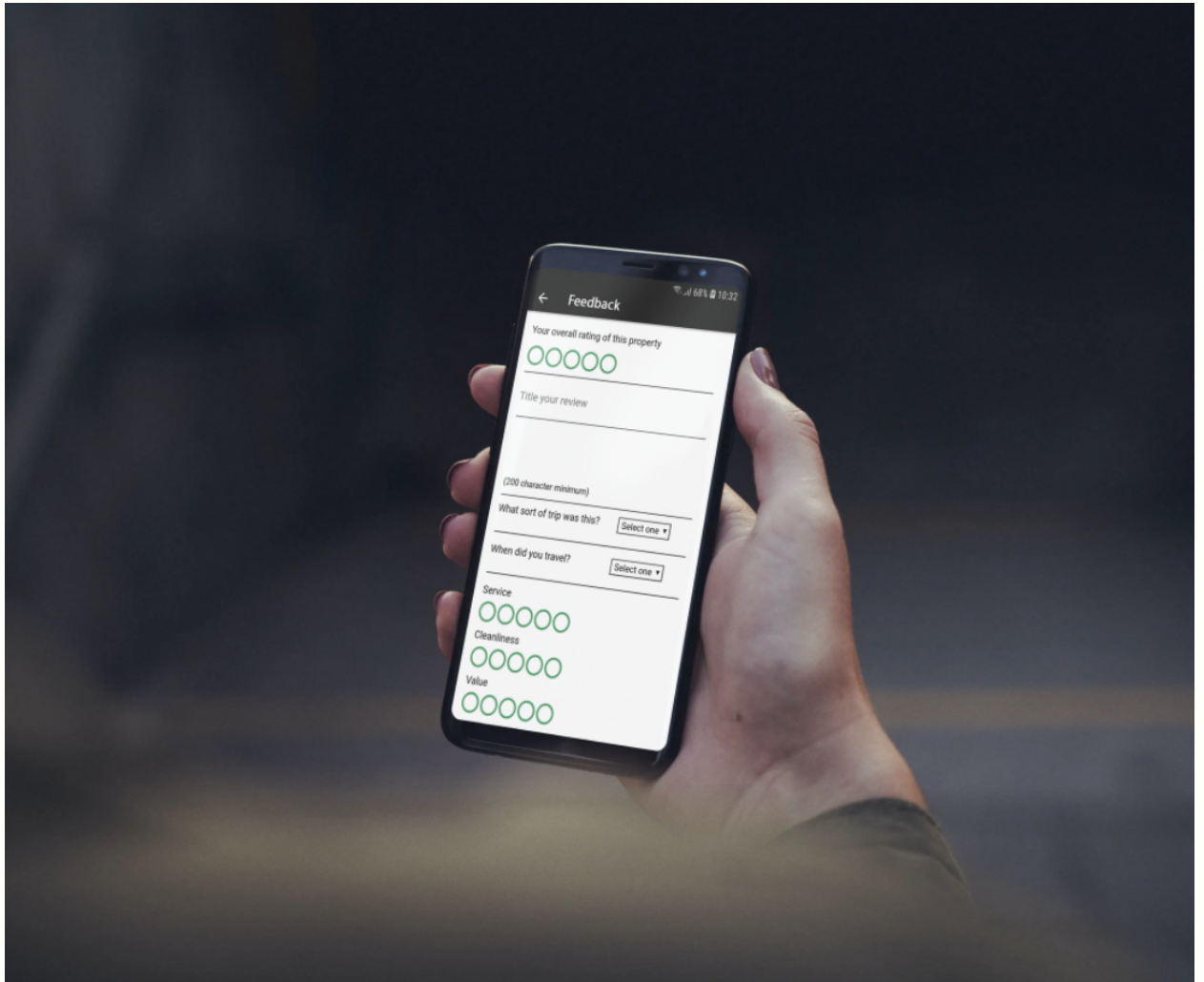
40% of public reviews are delivered directly from the Portier Platform

Hotels can integrate their internal review system with the Portier Plaform seamlessly. The frictionless user experience is designed to help hotels collect more reviews from their guests.

CHECK-OUT

Simple

Guest check-out is effortless - simply leave the phone in the room on the charging dock.

Safe

All guest data will be wiped out after checking out. Guests' data security is our priority.

Swift

The Portier Phone is now ready for your next guest's use.