

# MY HOST BizMate

v2.0-mobile-dec31

## Empowering Property Owners with Intelligence

An AI-powered operating system for modern property owners.

Manage operations, guests, marketing and AI agents from one intelligent platform.

## IZUMI Hotel Edition

Built for property owners and operators to manage, communicate, and grow smarter with intelligent agents.

**Sign In**

Email Address

 jose@myhost.com

Password

 .....

**Sign In**

AI POWERED · SECURE · PRIVATE

# What is MY HOST BizMate?

MY HOST BizMate is an all-in-one AI platform designed specifically for boutique hotels and villas, streamlining operations and enhancing guest experiences.



## Sell more bookings

Boost your sales and convert more inquiries into confirmed stays with intelligent automation.



## Communicate automatically with guests

Manage seamless, automated guest interactions 24 hours a day, improving satisfaction.



## Control operations from one dashboard

Oversee and manage all facets of your business efficiently from a single, intuitive dashboard.



OVERVIEW

OPERATIONS &  
GUESTS

OSIRIS.AI  
(OPERATIONS &  
CONTROL)

BANYU.AI  
(WHATSAPP HUB)

KORA.AI (VOICE  
CONCIERGE)

LUMINA.AI (SALES  
& LEADS)

REVENUE & PRICING

MARKETING &  
GROWTH

MARKET  
INTELLIGENCE

SETTINGS

# Good afternoon, Jose Carrallo

Owner Executive Summary - Monday, January 12, 2026



## MyHost AI - Today's Snapshot

Ask MyHost AI

You have 20 active bookings with an occupancy rate of 25.97%. 1 guest is checking in today.

Total revenue: \$190,275. Average nightly rate: \$0.

Total Revenue      \$  
**\$190,275** +12%  
All time

Occupancy Rate      ↗  
**25.97%** +5%  
Active bookings

Active Bookings      📅  
**20** +3  
Confirmed

Properties      🏠  
**14**  
Active listings

## 💡 Your AI Team (4 Agents)



**LUMINA.AI**



**BANYU.AI**



**KORA.AI**



**OSIRIS.AI**



Talk to Ayu



**24/7 Voice Assistant**  
Ayu - Izumi Hotel Receptionist

# Platform Overview

MY HOST BizMate integrates advanced modules for effortless hotel management, inspired by Balinese luxury and efficiency.



## LUMINA.AI

AI-powered sales and lead management engine.



## BANYU.AI

WhatsApp guest assistant for seamless communication.



## KORA.AI

Voice Concierge that answer guest calls, manage inquiries,  
AND SUPPORT BOOKINGS 24/7 when reception is not  
availables.



## OSIRIS.AI

Centralized control and operations management  
dashboard.

## Support Modules

- Guest Journey Automation
- Website & Social Media Management
- Owner Dashboard & Analytics

# LUMINA.AI — Sales and Leads

LUMINA.AI is your intelligent system that transforms inquiries into confirmed bookings, optimizing every step of the sales funnel with Balinese inspired elegance and efficiency.



## 1 Lead Capture

Integration with Instagram, Facebook, Email, and WhatsApp.



## 2 Centralized Inbox

All communications in one place.



## 3 Sales Pipeline

Clear tracking of each lead.



## 4 Automated Follow-ups

Never miss a sales opportunity.



## 5 Confirmed Booking

Efficient lead conversion.

## Key Features:

- Central inbox
- Sales pipeline
- Automated follow-ups
- Customizable message templates



# BANYU.AI — WhatsApp Concierge

BANYU.AI is your 24/7 AI Guest Assistant working on WhatsApp, providing impeccable and personalized support.



## Answers Guest Questions

Provides instant responses to frequently asked questions from guests.



## Checks Availability

Verifies real-time availability for bookings and services.



## Sends Confirmations and Reminders

Automates the delivery of booking confirmations and timely reminders.



## WhatsApp Coexistence

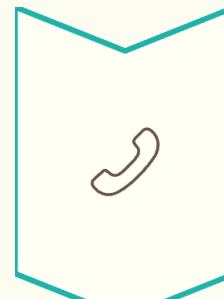
Seamlessly integrates with your existing WhatsApp number, allowing both you and the AI to operate from the same contact.

Offer your guests a fluid and uninterrupted experience with instant responses to their needs.



# KORA.AI — Voice Assistant

AI that automatically answers your hotel's phone calls, ensuring no query goes unanswered.



## Handles Calls When Reception is Closed

Manages calls outside of reception hours, ensuring continuous coverage.



## Answers Booking & Availability Questions

Instantly provides information regarding bookings and real-time availability.



## Uses Unified Data

Leverages the same consistent information as WhatsApp and the Control Panel.

Never miss a call again. Provide seamless, exceptional customer service around the clock, ensuring every guest query is answered.



# OSIRIS.AI — Operations and Control

AI system for owner operations and supervision, designed with a luxury Balinese aesthetic.

## Bookings Overview

Comprehensive insights into all current and upcoming reservations.

## Payments & Revenue

Real-time tracking of financial transactions and revenue generation.

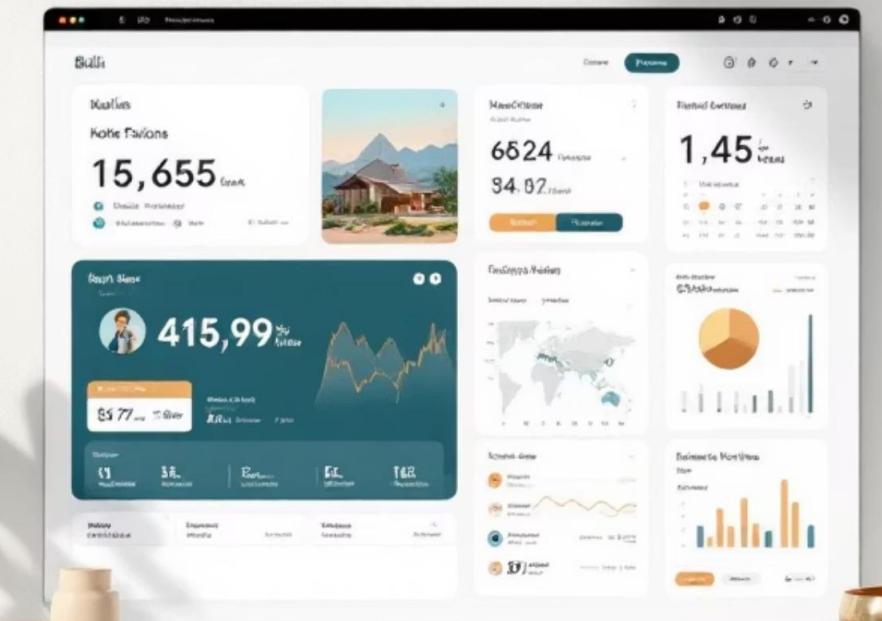
## Guest Status

Monitor guest movements and preferences for personalized service.

## Alerts & Exceptions

Instant notifications for critical events requiring immediate attention.

The owner supervises. The system executes.





## Client Touchpoints

All channels where guests contact you

- WhatsApp (Hotel Number)
- Voice Call
- Website Form
- Instagram / Facebook / TikTok
- Email

## 01 Inbound Lead Handler

LUMINA Core — Automatic lead capture

- Registers the lead automatically
- Detects source channel
- Creates / updates Lead in Database
- Normalizes the event for processing

**Output:** Lead State = NEW

## 02 AI Sales Assistant

BANYU AI — WhatsApp Concierge 24/7

- Chats with the client instantly
- Answers questions in any language
- Qualifies the lead
- Sends availability & pricing
- Guides towards booking

**Output:** Lead State = QUALIFIED / OFFER\_SENT

## 03 Voice AI Assistant

KORA AI — Handles calls anytime

- Answers calls 24/7 in natural voice
- Handles complex questions
- Checks availability in real-time
- Quotes prices accurately
- Helps close the booking

**Output:** Lead State = BOOKING\_INTENT



## Booking Confirmed

Automatic confirmation & notifications

- Payment confirmed
- Dates locked in calendar
- Guest profile created
- Confirmation sent via WhatsApp + Email
- Staff notified automatically

## 04 Follow-Up Engine

LUMINA Sequences — Never lose a lead

- If NOT booked → automated follow-ups
- If booked → pre-arrival messages
- 24h reminder • 48h value message • 72h last call
- 7-day re-engagement offer

## 05 Guest Journey

Post-Booking — Delight your guests

- Arrival info & directions
- Daily tips (weather, places, offers)
- Local info (ATM, supermarket, hospital)
- In-stay upsells (tours, spa, dining)
- Post-checkout review request



## Operations & Control

OSIRIS AI — Everything under control

- Booking overview & calendar
- Exceptions & alerts
- Owner dashboard with KPIs
- Manual override when needed
- Revenue analytics

"The owner supervises. The system executes."

# Guest Journey Automation

Accompany your guests at every stage of their journey, from booking to post-departure, with personalized and timely messages.



## Before Arrival

Ensure a smooth start with:

- Booking confirmation
- Practical information
- Upsell opportunities



## During the Stay

Enhance their experience with:

- Daily tips & greetings
- Weather & local info
- Personalized recommendations



## After Departure

Foster lasting connections through:

- Prompt follow-up messages
- Encouraging reviews
- Re-engagement campaigns

# Website and Social Media

Elevate your digital footprint with our bespoke content generation and automation suite, tailored for your web presence and social media channels.

## Sophisticated Website Presence

- Intuitive booking platform
- Seamless WhatsApp integration
- Optimized for all devices

## Dynamic Social Media Engagement

- Automated content for Instagram, Facebook, TikTok
- Scheduled publishing and campaign management
- Automated guest content curation

# Real Use Case — Izumi Hotel

Discover how MY HOST BizMate transforms the management of Izumi Hotel, optimizing every aspect of its operations with Balinese elegance.



## Leads Captured

All inquiries are converted into potential reservations, automatically.



## Follow-ups Automated

Automate key communications to close sales without staff.



## Dashboard Overview

Centralized control for all your hotel operations.



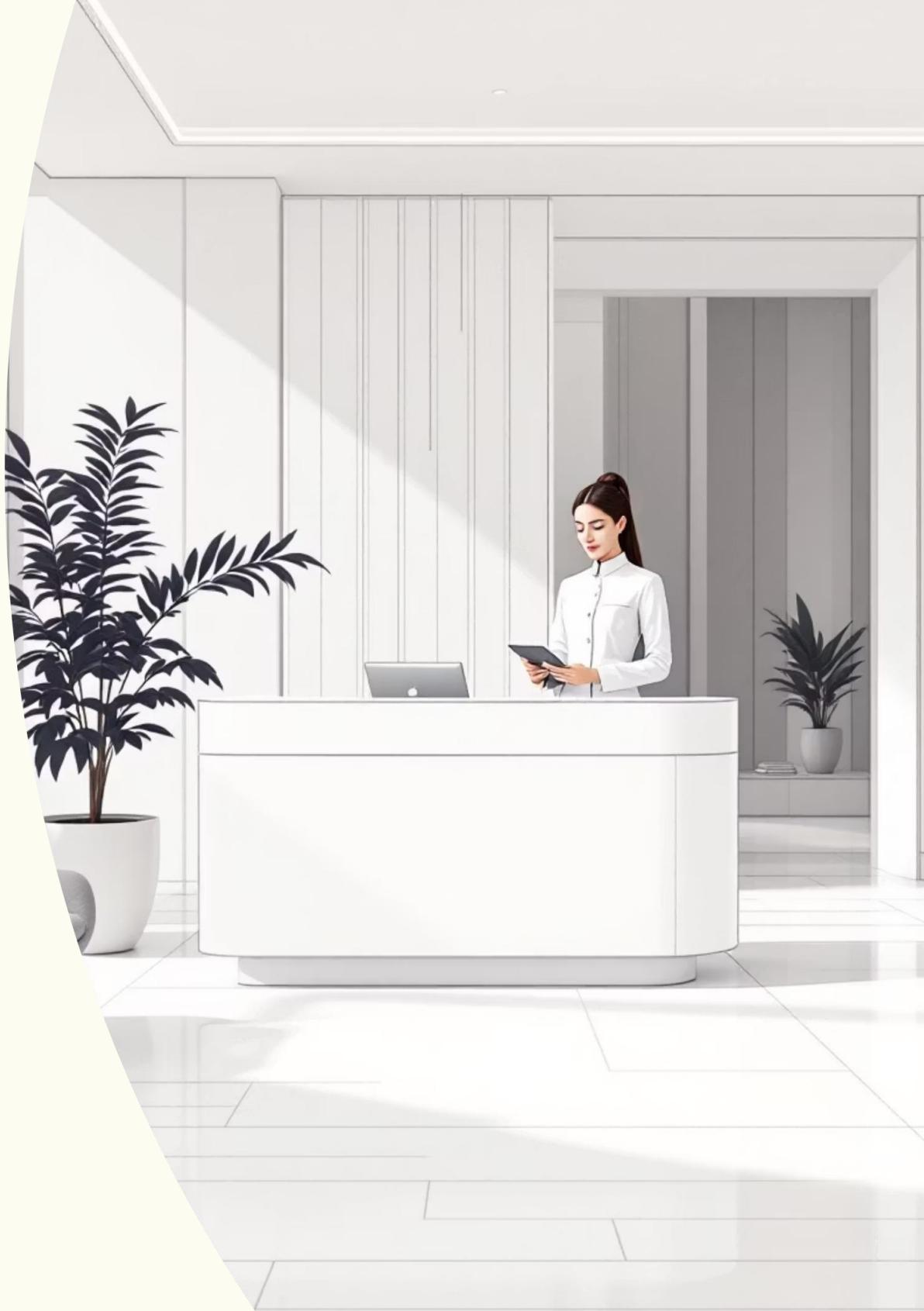
## Guests Answered

Continuous and personalized support 24/7 thanks to our AI.



## Operations Controlled

Complete visibility and management from a single platform.



**One Platform. One System.  
Real Automation.**

# MEETING GUIDELINE (VALIDATION)

## OBJECTIVE Validate if MYHOST Bizmate workflows match the real daily reality of IZUMI Hotel

### 1) REALITY CHECK- What type of properties have you worked with?

What are the biggest daily headaches?

What tasks waste the most time?

Where do bookings get lost?

What happens when the owner is not available?

### 2) INBOUND LEADS (FLOW 01 – Inbound Lead Handler)

Where do leads come from today? (WhatsApp, Instagram, Booking, ..)

When someone writes on WhatsApp: - Who answers?

How fast? - What happens if no one ~~would answer~~ you pay for it?

Are leads tracked or lost?

Key idea: every message should automatically become a lead.

### 3) SALES PROCESS (FLOW 02 – AI Sales Assistant / LUMINIA)

What questions guests always ask before booking?

How many messages before closing?

Do calls help close bookings?

When is a call useful vs annoying?

### 4) FOLLOW-UP (FLOW 03 – Follow-up Engine)

What happens when a guest stops replying?

Is follow-up done consistently?

How many bookings are lost because nobody follows up?

Key idea: most revenue is lost due to missing follow-up.

### 5) POST-BOOKING & STAY (Guest Journey)

What problems happen after booking?

What info would guests love to receive automatically? (weather, transport, supermarkets, ATMs, doctor)

What usually causes bad reviews? Key idea: proactive messages reduce problems and reviews.

### 6) OWNER VIEW (OSIRIS – Internal Agent)

What does the owner really want to see daily?

What problems need alerts?

What decisions could the system take automatically?

Key idea: owner wants alerts and exceptions, not dashboards.

### 7) FINAL QUESTIONS- Would you personally use this?

Would you pay for it?

What would you remove?

What is missing to make it essential?

CLOSING QUESTION “If this system did automatically what you do manually today, would it make sense for you as an owner?”