Mobile Hotel app

A self-service hotel app that allows you to enter the hotel and check in directly without registration at the reception.

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Introduction

If you want to get a better customer flow, the best way is to provide better service, and now, hotel APP can help achieve this goal. You can directly inform your users what new services you have, and how to make improvements in other areas, etc., which can make hotel reservation changes efficient. Some travel or work trips are basically indispensable for hotel accommodation. With the development of economy, hotel accommodation methods have become more diverse and convenient, so I developed a self-registration hotel app. The customer can complete the registration and obtain the door opening code that should be completed at the front desk of the hotel on the way to the hotel or at home. This will prevent customers from queuing at the front desk of the hotel to choose a house type, which should be avoided during special epidemics. Whether customers are on the bus or waiting for a meal, they can directly check in to the hotel as long as they complete the self-registration in the hotel app.

Project Aim

Through the hotel app, we can understand the customer's identity, favorite apartment type, comfort requirements, consumption mode, and other relevant perspectives to sort out data, improve the service model, and achieve perfection and innovation.

Methods

After the user downloads the app, first complete the login. Then there will be a list of suitable hotels for the user to choose. After selecting the date of residence and room type, the room password will appear, and the user can directly enter his room when he arrives at the hotel.
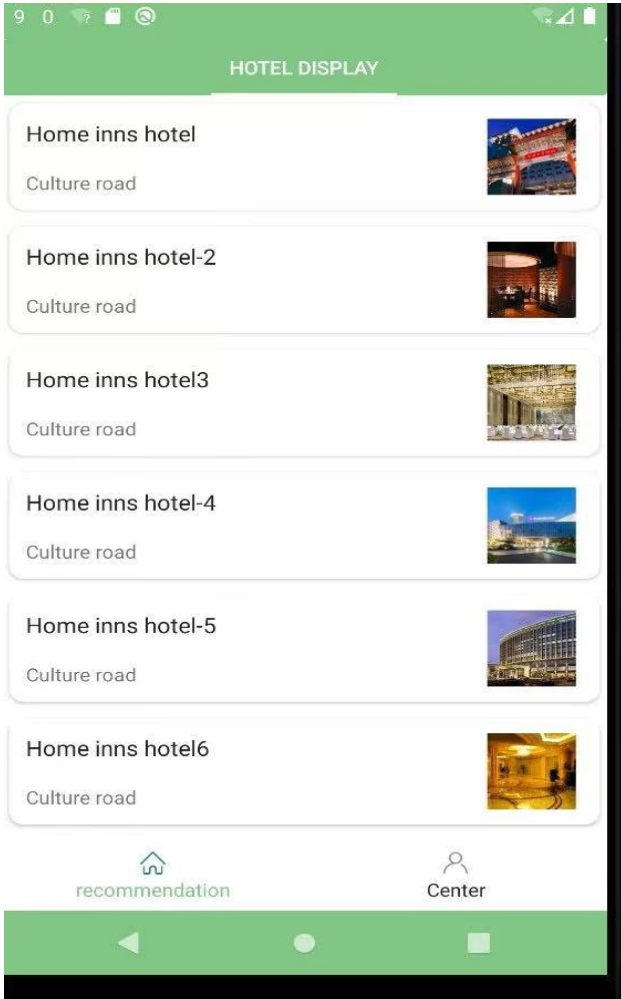
Figures and Results

Online screening function: Through the APP, users can choose the right accommodation hotel online according to the price and type of house. .Online reservation function: select a good house and fill in the rental information, and you can directly book online.

Service evaluation function: Service evaluation is to conduct online service evaluation based on the user's consumption experience. On the one hand, it is convenient for other consumers to understand, and it is also helpful for businesses to improve their own services. .Hotel details introduction: There are detailed introductions to the equipment and facilities of the hotel, the hotel details introduction allows users to more clearly understand various products.

Conclusion

The hotel industry is facing an increasingly fierce competitive environment and rising customer expectations. Self-service hotels can improve customer satisfaction and service quality to enhance the competitiveness of hotels. The Mobile Hotel app can provide customers with convenient booking, payment and feedback functions, so that customers can get the latest hotel information at any time. Take customer management as the core to manage the hotel's business in an all-round way to help staff improve business efficiency and reduce corporate operating costs. You can also categorize and manage the existing customer files of the hotel, such as obtaining the customer's demand for room types through analysis.

Acknowledgments

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