

Please review this conversation with care and note that this information should not be shared with anyone outside Casai. Safe to share with candidates.

## CASAI <> Jane Smith

This is a conversation between Casai and a guest that stayed with us last year. For privacy reasons, we changed her name to Jane Smith. Feel free to review and take notes on important things you notice across this information exchange.

### AUTOMATED MESSAGE

Hi Jane Smith,

Thank you so much for booking my place!

Your check-in is on: Jul 16th, 2020

Your check-out is on: Jul 31st, 2020

For your upcoming reservation: Please let me know if you're coming with extra guests, as well as their names for registration at check-in.

You'll receive check-in instructions to the apartment tomorrow. Let me know if you have any questions!

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Hola Jane Smith,

¡Muchas gracias por reservar mi espacio!

Tu check-in es: Jul 16th, 2020

Tu check-out es: Jul 31st, 2020

Para tu reservación: Por favor déjame saber si vienes con más huéspedes, así como sus nombres para que se registren al hacer check in.

Las instrucciones de check in al departamento se enviarán mañana. ¡Avísame si tienes dudas al respecto!

Automated message Jul 15, 2020 at 06:30 AM

#### GUEST MESSAGE

I'd like to request check-in at 21:00 - 22:00 (16 Jul 2020). Is this ok?

Jane Smith Jul 15, 2020 at 07:24 AM

#### GUEST MESSAGE

Good Morning,

I am looking forward to my stay at your property.

I am a psychotherapist and am coming to Mexico City to work with a fellow psychologist regarding health anxiety during covid-19.

As I will also be attending to my patients back in the United States the most critically important feature of the apartment is that the WiFi is working properly and that I know whom I should contact should I have any issues with the WiFi, as I see my 1st patient via video conference 8:00 am Friday morning.

I am happy to say that the trip on the weekends is for pleasure as well and look forward to exploring Mexico City with my friends and co- workers from Mexico City.

If you would like any background information on me feel free to google me @ Jane Smith psychotherapist

Thank you kindly for your attention to the matter regarding the WiFi.

Very Best Wishes

Jane Smith Jul 15, 2020 at 07:38 AM

#### GUEST MESSAGE

Re: Message about your reservation

Good morning,

Could you clarify in square meters the size of the apt

It states 5000square feet which would be about the size of a very large hole so I am sure this is in error but just curious. I am arriving to Mexico City airport at 7:30 pm hence I put an arrival time of 10:00 pm. I may have a guest joining me however at this time I will be checking in alone and will notify you of the persons name should they end up staying with me.

Also can you leave instructions on accessing the TV . Outside of the message up top that should be it.

Jane Smith Jul 15, 2020 at 07:59 AM

## CASAI MESSAGE

Hello Jane Smith!

Thank you so much for letting me know your estimated time of arrival, the guard on duty will be expecting you, and anytime after 3:00 PM is perfect for check-in!

I will be answering all your questions, one by one, so I don't miss anything:

1) As for the WiFi, let me double-check the speed with my IT team before giving you the information, but I'm sure it will be perfect for your meetings with your patients.

2) The size of the apartment is 72 sq. meters, thank you so much for reporting me the mistake in the size, I'll change it to avoid confusion in the future.

3) TV instructions, to cast from your device (cellphone/tablet/laptop) to Chromecast:

- Make sure you're connected to your apartment's WiFi network.

- Open content from the streaming service you want to broadcast (Netflix, Youtube, etc).

- Find the cast icon on the upper right side of your device's screen (a rectangle with three curved lines on the top corner).

- Select the option that matches your apartment.

4) As for the probable guest, when you know for sure let me know the person's name, and don't forget to ask him/her to bring his ID since security will ask for it.

I'm really looking forward to your arrival, see you soon!

[CX Agent] Jul 15, 2020 at 09:25 AM

## CASAI MESSAGE

Jane Smith, the WiFi speed is 200/200.

Let me know if there is anything else you need.

[CX Agent] Jul 15, 2020 at 09:38 AM

#### GUEST MESSAGE

Thanks so much

Jane Smith Jul 15, 2020 at 10:17 AM

#### CASAI MESSAGE

You are most welcome, Jane Smith!

I'll be here if you need me.

[CX Agent] Jul 15, 2020 at 10:21 AM

#### GUEST MESSAGE

This is me so guard will recognize - of course I have ID

[PHOTO FILE]

Jane Smith Jul 15, 2020 at 10:21 AM

#### CASAI MESSAGE

Perfect Jane Smith, today you will receive the instructions of the check-in process and the code for the door.

Thank you so much for the photo, your ID will be enough to let you in!

If there's anything else I can do for you do not hesitate to reach out.

[CX Agent] Jul 15, 2020 at 10:31 AM

#### AUTOMATED MESSAGE

This is the code you'll need for your upcoming stay, please make sure to have it handy to open the door's smartlock.  
CODE:8143 followed by the check mark button.

Automated message Jul 15, 2020 at 05:03 PM

## AUTOMATED MESSAGE

Hi Jane Smith,

I am very excited to host you at my apartment!

Remember that check in is on: Jul 16th, 2020 and check out is on: Jul 25th, 2020

-Please keep in mind check-in is at 3 PM.

-The address to the apartment is Homero 1433 in Polanco neighborhood.

-I will need you to present your ID to building security upon check-in. If someone different to you will be checking in, they will need ID and the reservation code to enter.

-Get to the 6th. floor to find apartment 603.

-Use the code you received from Virtual Key on the door's smartlock. (Retrieve it from your e-mail inbox or spam folder).

-Don't forget the checkmark button after the code for it to work.

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-Por favor recuerda que el check-in es a las 3 PM.

-La dirección del departamento es Homero 1433 en la colonia Polanco.

-Necesitarás presentar tu identificación a la seguridad del edificio al momento del check-in. Si alguien diferente a ti se registrará, necesitará ID y el código de reserva para ingresar.

-Dirígete al 6to. piso para encontrar el departamento 603.

-Utiliza el código que recibiste vía Virtual Key en el smartlock de la puerta. (Encuétralo en la bandeja de entrada de tu correo o carpeta de spam).

-No olvides el botón de palomita después del código para que funcione.

Regards!

- Rosalia + Casai Team

Automated message Jul 15, 2020 at 05:15 PM

#### GUEST MESSAGE

Hi I did not get an email of how to get on I am at the apt door in the building

Jane Smith Jul 17, 2020 at 2:56 AM

#### CASAI MESSAGE

Instructions were sent yesterday, let me resend those as well as instructions:

- The address to the apartment is Homero 1433 in Polanco neighborhood.
- I will need you to present your ID to building security upon check-in. If someone different to you will be checking in, they will need ID and the reservation code to enter.
- Get to the 6th. floor to find apartment 603.
- Use the code you received from Virtual Key on the door's smartlock. (Retrieve it from your e-mail inbox or spam folder).
- Don't forget the checkmark button after the code for it to work.

CODE:8143 followed by the check mark button.

[CX Agent] Jul 17, 2020 at 12:58 AM

#### GUEST MESSAGE

The code is not working

Jane Smith Jul 17, 2020 at 01:01 AM

#### CASAI MESSAGE

Make sure to press the checkmark button after the number, if it's not working, let me report it to my team right away for them to assist us. I apologize.

[CX Agent] Jul 17, 2020 at 01:07 AM

#### CASAI MESSAGE

I'm being notified your door has been successfully opened with the code I send you, could you please verify?

Thank you!

[CX Agent] Jul 17, 2020 at 01:09 AM

#### GUEST MESSAGE

Hi I am in - booking.com Seth me a code which was not correct I used the one you sent me it works - is there air conditioning by the way very nice place and a kosher Resturant below - I am Jewish ( not orthodox ) but lived in Israel six years - anyway great place - !!

Jane Smith Jul 17, 2020 at 01:09 AM

#### CASAI MESSAGE

Hello Jane Smith!

I'm so happy to know that you're in!

The apartment doesn't have air conditioning but I can send you a fan early tomorrow morning.

Please let me know if this is ok for you!

[CX Agent] Jul 17, 2020 at 01:20 AM

#### AUTOMATED MESSAGE

Yes it worked

Jane Smith Jul 17, 2020 at 01:21 AM

#### CASAI MESSAGE

Thank you! I'm glad, keep in mind the checkmark button must always be pressed after the numbers as instructed on our messages.

I hope you have a great night sleep!

[CX Agent] Jul 17, 2020 at 01:22 AM

#### GUEST MESSAGE

Would it be possible to send some one to fix the large shade in the bedroom it will not Go back up it off it's track

Every thing else is perfect - also is there air conditioning or a fan ?

Jane Smith Jul 17, 2020 at 01:54 AM

#### CASAI MESSAGE

I can send one person but it would be tomorrow as my maintenance team's shift is over, also the apartment doesn't have air conditioning but I can send you a fan early tomorrow morning.

Please let me know if this is ok to schedule the maintenance and the sending of the fan.

[CX Agent] Jul 17, 2020 at 02:03 AM

#### CASAI MESSAGE

Hello Jane Smith, good morning!

Just following up with your last message, is there a time it suits you best to receive someone from my maintenance team? Their shift is from 10:00 AM and 10:00 PM.

Also, will you be in the apartment to receive the fan? This needs to be sent between 9:00 AM and 6:00 PM.

Let me know, I'll be here if you need me.

[CX Agent] Jul 17, 2020 at 09:41 AM

#### GUEST MESSAGE

Sure just tell me about what time / fan would be great also do you have any long extension cords / with multiple outlets as I am working from apt I need to have chords that reach the table. And thank you so much - most appreciated

Jane Smith Jul 17, 2020 at 08:53 PM

#### CASAI MESSAGE

Hello, Jane Smith.

Fan can be delivered tomorrow as today that service window has closed. About extension cords, let me double check as I don't think we hold those, I'll confirm with you in a moment!

[CX Agent] Jul 17, 2020 at 09:00 PM



#### CASAI MESSAGE

Also, would you be able to let someone from maintenance in to take care of the shade situation? Let me know so I can schedule a visit in a bit!

[CX Agent] Jul 17, 2020 at 09:32 PM

#### CASAI MESSAGE

Is there a time in particular you could receive the fan and the extension cord? Luckily I was able to get ahold of one and I can send both tomorrow! Please let me know what time would suit you best in the morning to be able to deliver those to you!

[CX Agent] Jul 17, 2020 at 09:32 PM

#### CASAI MESSAGE

Hello Jane Smith!

Just following up on my last message, I can send both items to you today, just let me know at what time would suit you best.

Also, we have pending the time you want to receive a member of my maintenance team to fix the blackout shade.

Please let me know so we can get both things done, my goal is to give you the best experience by solving your every request.

[CX Agent] Jul 18, 2020 at 10:39 AM

#### GUEST MESSAGE

Hi hope all is well.

Thank you for the items you delivered.

I need four new towels as well as small hand towels, I am out of garbage bags. Also was the apt suppose to come with coffe for the coffe Maker. I appreciate the extension coord however it does not seem to work and i actually need three socket not two for my lap top.

Very best regards

Jane Smith Jul 22, 2020 at 04:08 PM

## CASAI MESSAGE

Let me talk to my team to see if we have those items available for you.

[CX Agent] Jul 22, 2020 at 06:11 PM

## GUEST MESSAGE

Thanks

Jane Smith Jul 22, 2020 at 06:15 PM

## AUTOMATIC MESSAGE

Hey Jane Smith,

Let me share check out instructions:

- Please keep in mind check out is at 11 AM.
- To lock the door from the outside, make sure it's closed
- Go back to reception.
- Let the guard know you're checking out.

Don't hesitate to reach out if any questions come up. It's been great to host you during your stay!

\*Disregard this message if you have left the apartment already.

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- Ten en cuenta que la salida es a las 11 AM.
- Para cerrar la puerta desde el exterior, asegúrate que cierre bien.
- Vuelve a la recepción.
- Hazle saber al guardia que tu reservación ha concluido.

No dudes en contactarme si tienes alguna pregunta. ¡Ha sido un placer recibirte durante tu estadía!

\*Haga caso omiso de este mensaje si ya ha salido del departamento.

IMPORTANT: If you plan on extending your stay, please let us know the day before your check-out date so we can verify if the apartment is available for longer and rearrange our cleaning schedules. If this apartment is not available for your extension, we'll make sure to offer the next best thing!

IMPORTANTE: Si planeas extender tu estancia, por favor infórmalos el día anterior a tu fecha de check-out para que podamos revisar por ti, si este departamento se encuentra disponible por más tiempo y redistribuir nuestros horarios de limpieza. Si este departamento no se encuentra disponible para extender, ¡nos aseguraremos de encontrarte la siguiente mejor opción!

Best, Rosalia + Casai Team

Automated message Jul 30, 2020 at 10:04 PM

#### GUEST MESSAGE

Thanks for all f your help - by the way would it be possible to check out at 11:45 an instead of 11:00 an I have a conference with a patient of mine scheduled to be over at 11:15 am however I am convened should it carry over - even 11:30 would be very helpful if possible / best Jane Smith

Jane Smith Jul 30, 2020 at 11:36 PM

#### CASAI MESSAGE

Hello Jane Smith!

Unfortunately, I'll be able to let you know until tomorrow since I depend on not having a check-in on the day of your departure. I know it's not the most convenient, but this way I can give to you as complimentary.

I'll be here if you need me.

[CX Agent] Jul 31, 2020 at 11:58 PM

#### GUEST MESSAGE

Hi just checking I. About 11:30 actually it would be leaving room at 11:20 will that work

Jane Smith Oct 31, 2020 at 9:33 AM

#### CASAI MESSAGE

Hello Jane Smith, good morning!

Yes, 11:20 AM is perfect for your departure.

Let me know if there's anything else you need.

[CX Agent] Oct 31, 2020 at 9:41 AM

#### GUEST MESSAGE

All is great please note the the cord to the blind came off the rotator I would have fixed my self but could not reach safely - thanks for everything I will be at the front desk between 11:20 to 11:25 to return keys your team is Greer thank you most feeatful for your outstanding work :)

Jane Smith Oct 31, 2020 at 11:44 AM

#### CASAI MESSAGE

No worries about the blind cord, I'll have p team fix that after you leave, unless you want them to stop by today, let me know.

Thank you so much for your kind words, Jane Smith, I really appreciate it and I'm so glad your experiences with us was a pleasant one!

We would love to have you back in the future!

[CX Agent] Oct 31, 2020 at 11:48 AM

#### AUTOMATIC MESSAGE

Hello Jane Smith,

I hope you've enjoyed your stay in the city. I'd appreciate it if you could leave a review, since it would really help me to understand your experience and how I can improve further. That way I can ensure to exceed your expectations next time you visit us.

Let me share the link here: [LINK]

Thank you!

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Hola, Jane Smith,

Espero hayas disfrutado tu estancia en la ciudad. Apreciaría mucho si pudieras dejar una reseña, puesto que me ayudaría bastante para entender tu experiencia y cómo poder mejorarla. De esta manera, puedo asegurarme de exceder tus expectativas la siguiente ocasión que nos visites.

Permíteme compartir el enlace aquí: [LINK]

¡Gracias!