Your Hotel's Complete Guest Engagement Hub

Surveys • Case Management • Messaging • Alerts • Marketing • Analytics

GuestXMS
Powered by Maestro & Fetch

Proactive Guest Engagement

- Survey guests before, during, and after their stay (email and SMS).

- Get 20x more responses with our 1-tap surveys.

- Identify every opportunity with plenty of time to resolve them.

Digital Team Operations Hub

- All requests, opportunities, and cases tracked in a central location.

- Two-way guest messaging, department dispatching, and alerts/reminders.

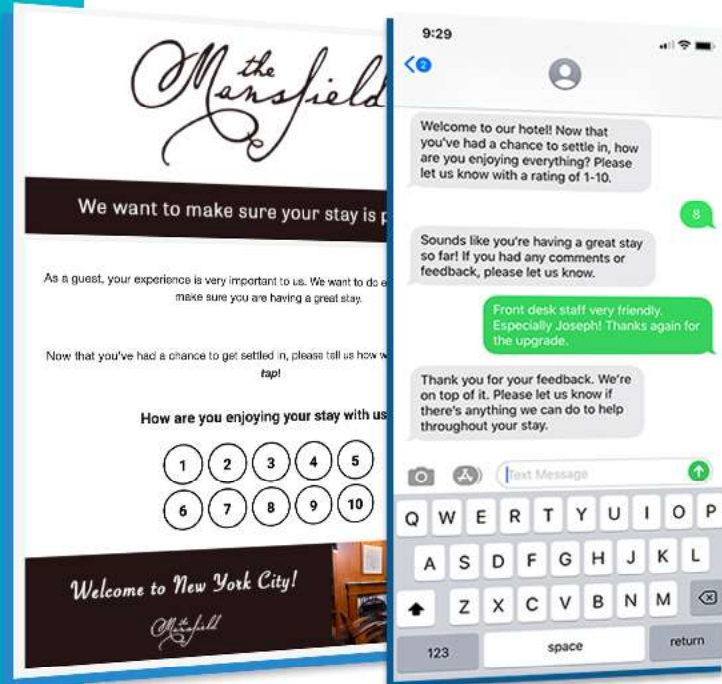- Available to all staff, from any device, 24/7.

Statistics To Live By

- An accurate pulse on guest satisfaction.

- Insights on incident resolutions and staff engagement.

- Machine learning to spot trends (using IBM Watson).

GuestXMS@MaestroPMS.com

Guest Engagement That Gets Results

Pre-Arrival • On-Site • Post-Stay

Sample email survey.

Sample SMS survey.

Highlights

Automatically survey guests to find opportunities to recover and wow.

**On-site text message surveys, 24/7 chat concierge, and post-stay GEM surveys cover the entire guest journey.**

Branded and customized to match your hotel's personality.

Single Source Solution

Easier for staff to use one full suite rather than multiple different systems.

Easily navigate the entire guest journey from one centralized account.

Post-stay satisfaction scores skyrocket with double-digit gains.
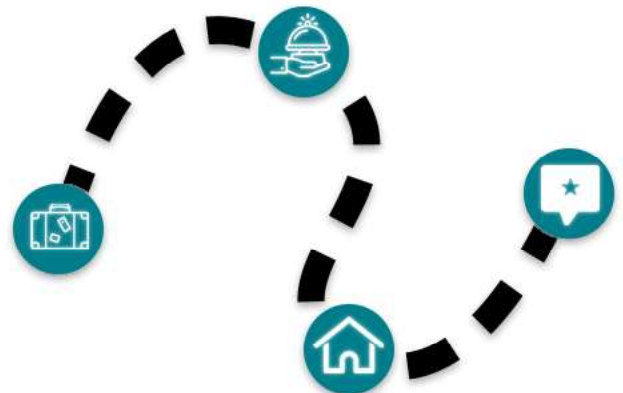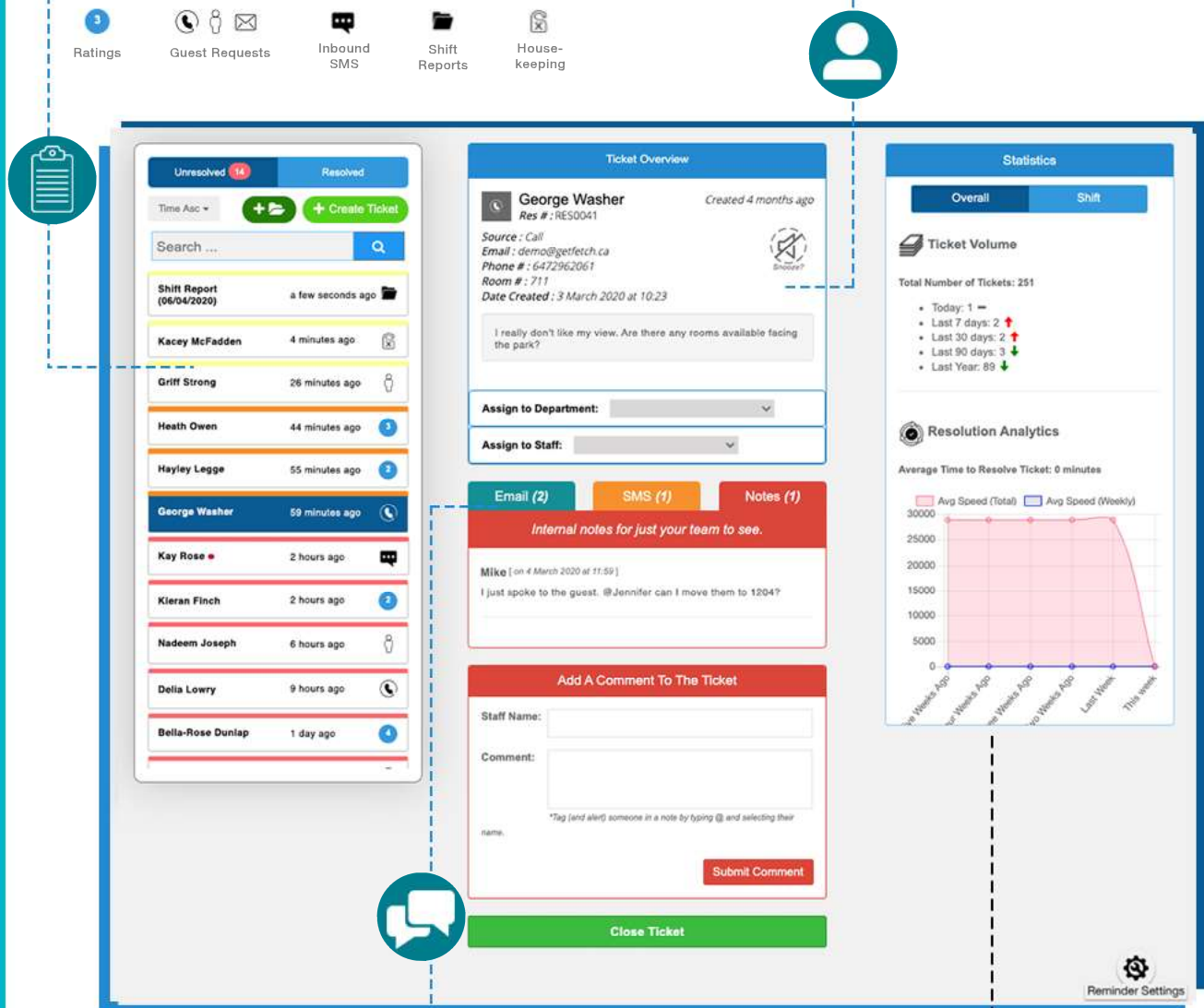

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Track & Resolve Every Opportunity

Messaging • Notes • Dispatching • Analytics

Create and view all live service opportunities/requests in one place.

3 Ratings

Guest Requests

Inbound SMS

Shift Reports

House-keeping

All guest information visible when you need it most.

Ticket List

Unresolved 14	Resolved

Time Asc ▾   **+📁**   **+ Create Ticket**

Search ...   🔍

Shift Report (06/04/2020)	a few seconds ago 📁
Kacey McFadden	4 minutes ago
Griff Strong	26 minutes ago
Heath Owen	44 minutes ago ③
Hayley Legge	55 minutes ago ②
George Washer	59 minutes ago
Kay Rose ●	2 hours ago 💬
Kieran Finch	2 hours ago ②
Nadeem Joseph	6 hours ago
Delia Lowry	9 hours ago
Bella-Rose Dunlap	1 day ago ④

Ticket Overview

George Washer
Res # : RES0041   *Created 4 months ago*

Source : Call
Email : demo@getfetch.ca
Phone # : 6472962061
Room # : 711
Date Created : 3 March 2020 at 10:23

I really don't like my view. Are there any rooms available facing the park?

Assign to Department: ▾

Assign to Staff: ▾

Email (2)	SMS (1)	Notes (1)

Internal notes for just your team to see.

Mike [on 4 March 2020 at 11:59]
I just spoke to the guest. @Jennifer can I move them to 1204?

Add A Comment To The Ticket

Staff Name:

Comment:

Tag (and alert) someone in a note by typing @ and selecting their name.

Submit Comment

Close Ticket

Statistics

Overall	Shift

Ticket Volume

Total Number of Tickets: 251

- Today: 1 ➡
- Last 7 days: 2 ↑
- Last 30 days: 2 ↑
- Last 90 days: 3 ↓
- Last Year: 89 ↓

Resolution Analytics

Average Time to Resolve Ticket: 0 minutes

☐ Avg Speed (Total) ☐ Avg Speed (Weekly)

⚙ Reminder Settings

Address each case in the best possible way with flexibility across multiple channels (email, SMS, notes).
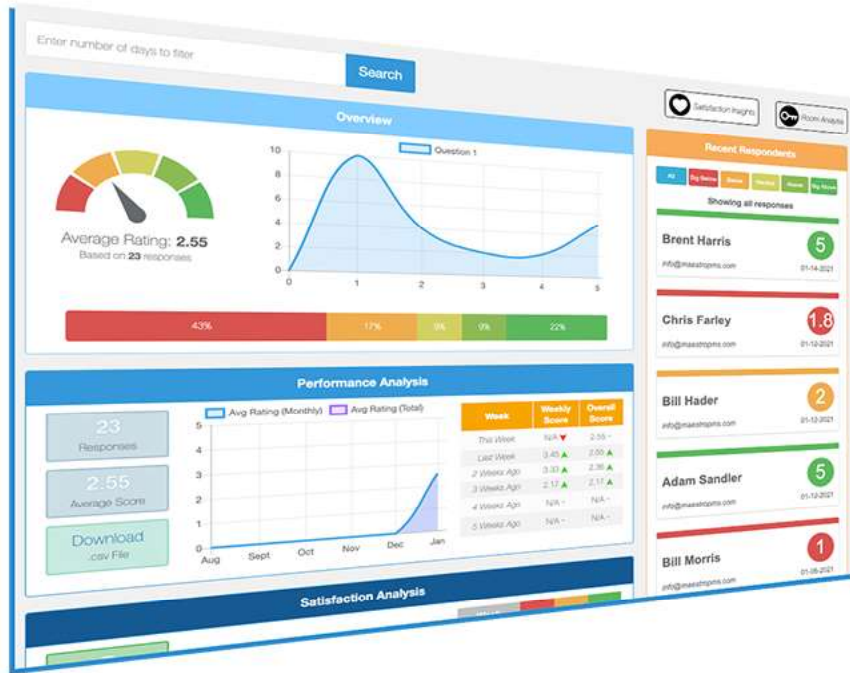
Analytics on hotel performance and staff engagement.

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GEM Like You've Never Seen Before

Satisfaction • Performance • Rooms

The Benchmarks You Remember.
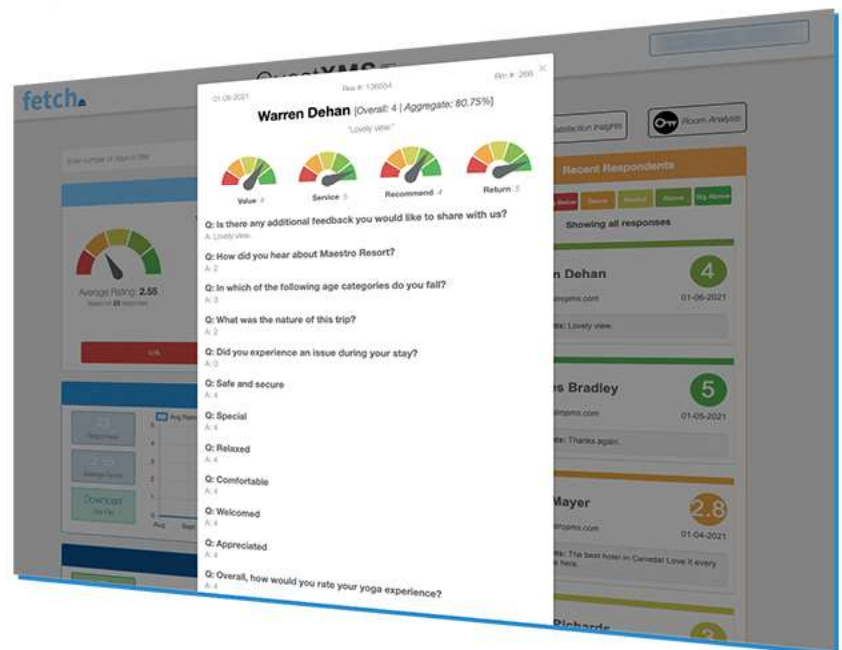

The same 1-5 rating scale GEM has always used.

All of the colours and category names you are used to seeing.

Easy To Inspect.

Click on any rating to drill down and see the entire GEM survey.

Important profile information is displayed at the top.

Easy visualization of your "overall" ratings.

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Insights DONE Right

Satisfaction • Performance • Rooms
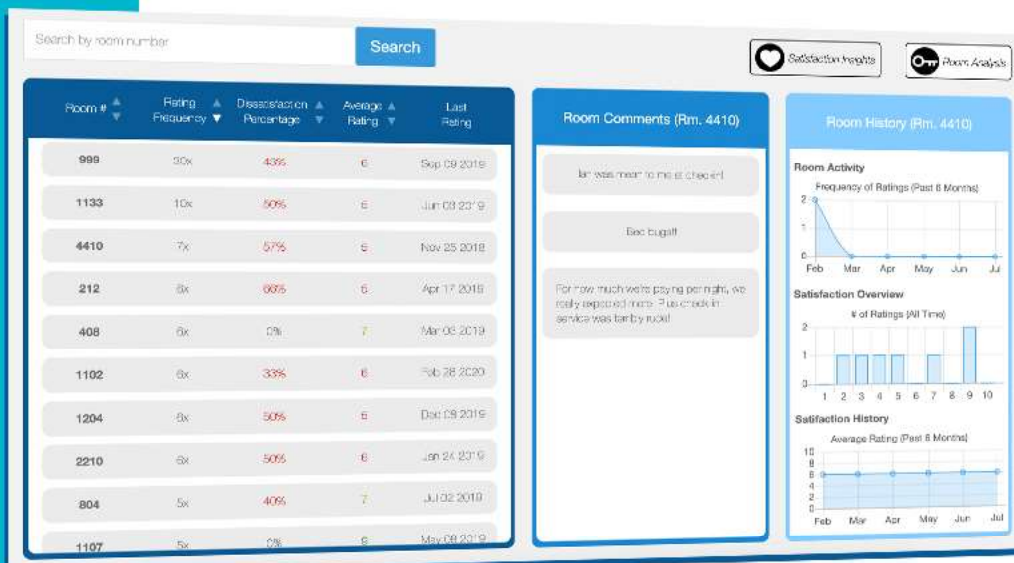
Spot Trends With Machine Learning

Identify the sentiment and emotion in guest comments.

See which keywords and concepts are trending.

Use industry-leading IBM's Watson machine learning AI.

Red-Flagging Rooms

Analyze all of your feedback, broken down by room, to truly understand your hotel.

Sort by popular filters to easily drill down and find what you're looking for.

See a complete history and all comments for any room once selected.

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