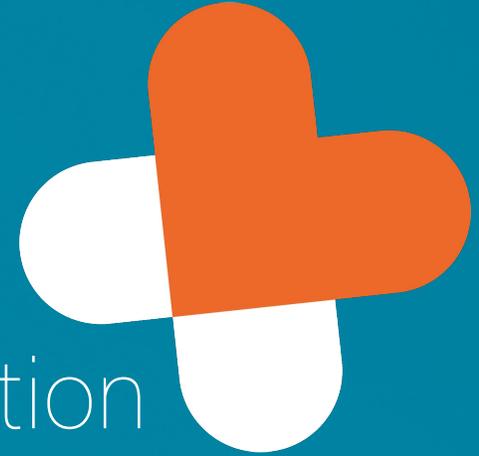


Quick guide for your hotel reception



MYHOTELPLUS 

www.myhotelplus.com

Myhotelplus strengthens the cooperation between the hotel and the travel agency with the aim to inspire and arrange an unforgettable stay in your hotel for the common guest.

The personal consultation was prior to the stay and the travel agency has recommended your hotel to the guest.

The travel agent has created a personal letter to the guest after he did the booking and deposited its customer wishes at Myhotelplus.



But what should you do now?



www.myhotelplus.com

1. Mail of myhotelplus.com in your mail account

You receive a mail from myhotelplus.com in English two days before your guests arrive. The personal letter of the travel agent as PDF attachment comes with the mail and, as far as transmitted, you will receive specified customer requirements too.



2.What do I do with the attachment?

If possible please print the document in colour.

The welcome letter must be placed in the guest room on the arrival day on a prominent place.

Our tip: Introduce the appropriate people in a team meeting,
which are responsible to put the document on the room.

Develop a routine for it in your daily workflow.

3. Check and implement customer desires.

With MyHotelPlus you know the wishes of your guests before they reach your hotel.

Create a special moment with this knowledge – we call it „feel special“ (plus-moments).

Please share the information such as "Extra pillow", "Non-Smoking-Room" or "Cot" internally for implementation.

It's nice if you tell the guest at the check in that his wishes already came true.

4. Change status in MyHotelPlus

Please log in to MyHotelPlus.com.
In the menu „all files“ you see all transactions to be processed.
You have received each of these also by mail.

Important: Please change the status of the operations from „open“ to „done“.
You can select the files at any time. If the customer did not arrive please set the file to "No Show".
Do you need help? A manual download is on www.myhotelplus.com also available or
please feel free to contact one of our colleagues if you have questions, remarks or problems.

Contact MyHotelPlus

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