

# SNAP CONCIERGE



Perfecting Guest & Hotel Communication Virtually

# Benefits of Snap Concierge

## Snap Valet's Mission

We endeavor to establish a seamless interaction between guests and hotels by creating the newest and most efficient technologies for optimum accessibility and user-friendly interface experiences.

- ❑ The guest's personal phone is transformed into the conduit of communication between them and your hotel – their personal concierge remote
- ❑ Every guest is a V.I.P as hold times are eliminated
- ❑ Cross promotion of your services is automated
- ❑ Guest services can connect with guests instantly, both for personalized service and upsell opportunities
- ❑ A higher echelon of interaction is established, ensuring guest loyalty and re-visits
- ❑ Inter-staff communication pipeline for coordination of guest services

# Seamless Interaction – The Snap Concierge

Snap Concierge gives your guests the ability to use their cell phone as a concierge interface.

Key codes can be found:

- On hotel keys
- By texting code 500-RM#
- On a Bedside Information Sheet
- Next to lobby phones
- On cabana tables

*Imagine relaxing by the pool while texting your concierge for instant service...*

## ISLAND HOTEL

### Quick Text Menu

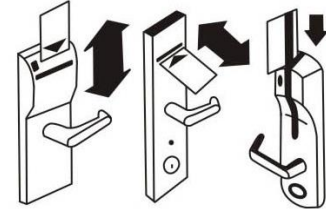
Text the service code +  
your room number to

**775-237-4675**

(If you are in room 256 and want  
maid service, send the text 501-256)

- 500-RM# Text request codes
- 501-RM# Housekeeping
- 502-RM# Request a call from the Spa
- 503-RM# Concierge to call the room
- 504-RM# Concierge to call your cell
- 505-RM# Express check-out
- 506-RM# Turn down service
- 507-RM# Laundry service
- 508-RM# Dry cleaning pickup
- 509-RM# Front desk call back
- 510-RM# Luggage cart requested
- 511-RM# Room maintenance
- 512-RM# Pickup from Fashion Island
- 513-RM# Bring up my vehicle

Insert and Remove



1. Fully insert or swipe keycard.
2. Remove keycard.
3. Depress handle and open door.

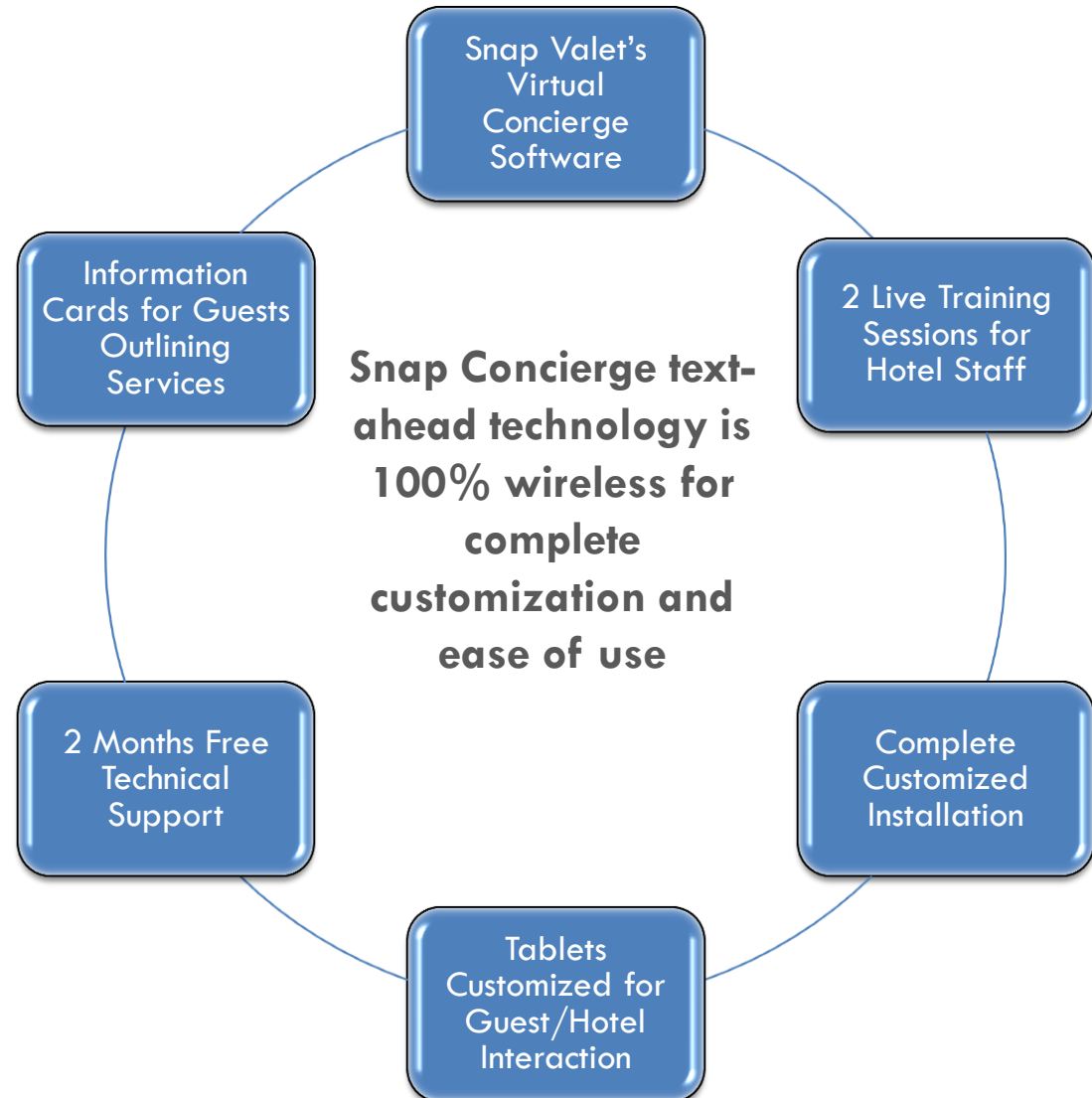
### FOR YOUR SECURITY

- \* Use safe deposit box for valuables.
- \* Secure deadbolt and doorguard
- \* Use viewport to ID visitors
- \* Employees are required to wear name tags.
- \* Safeguard and keep your room key with you at all times.
- \* Insure that all windows and doors are locked.

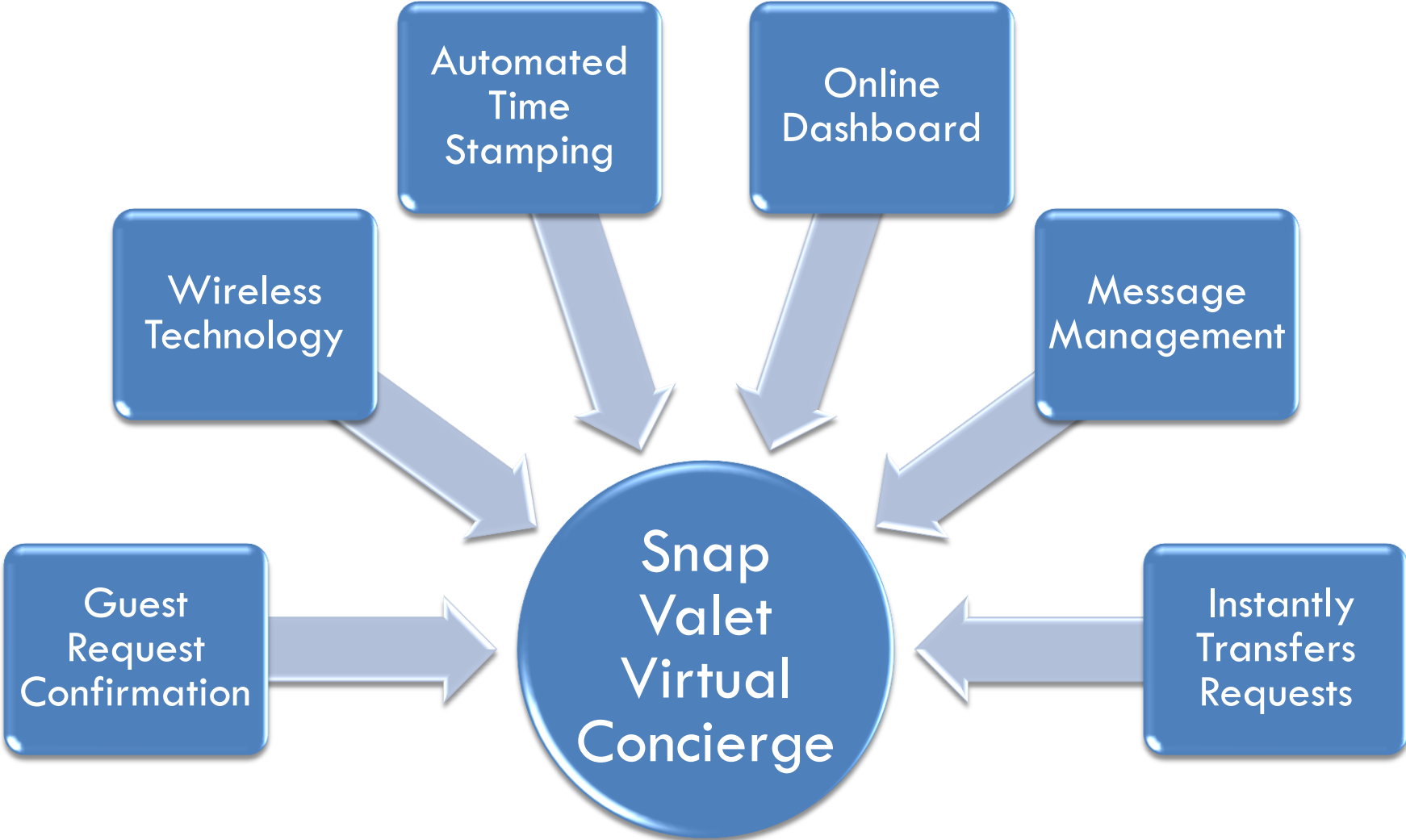
# Vertically Integrating the Digital Communication Interface

91% of Americans have cell phones and 79% of them use their phones to texts.

Guests and Hotels are now able to interact instantly and efficiently – the hotel experience is transformed in a snap.



# System Features



# Snap Concierge Initial Purchase

## Additional uses:

- ❑ Instant Vehicle Retrieval – no lines at the valet
- ❑ Maid Service Notification
- ❑ Concierge Call Back
- ❑ Late Check-Out Requests

- ❑ License to use our technology at your hotel
- ❑ Tablets loaded with Snap Concierge software
- ❑ Complete customization of Snap Concierge to your hotel
- ❑ 2 months of free technical support
- ❑ System setup and integration
- ❑ 2 live training sessions for hotel staff
- ❑ 100% Money-Back Guarantee\*
- ❑ Per department customization of software
- ❑ Printed media for marketing purposes

\*Minus equipment costs



# Snap Concierge Monthly Subscription

## Additional Uses:

- GM Monitoring

- Spa Upsells

- Shuttles to Shopping

- Turn-Down service

- Pool-Side service

- Data and text usage
- Access to Snap Valet's Dashboard to:
  - ▣ Customize the confirmation "Thank You" text
  - ▣ Pull usage reports
- Option to add more departments
- On site customer support
- Access to system upgrades

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