protel Voyager | protel’s hotel app for the guest

Get the journey to the guest.
Everywhere, always.

protel Voyager is a mobile business application for guests, provided by the hotel enabling guests to actively manage their stay. The start screen shows all of the guest’s reservations. One click, and their journey with protel Voyager starts.

Web application for your mobile Internet presence
For each point of their guest journey, protel’s Voyager app offers the guest exactly the information they need, from pre-check-in to check-out.

- Clearly arranged menus lead the guest through his stay.
- Invoices preview, shops and reservation details
- Easily bookable specials such as wellness or leisure activities and more
- Find out what the hotel has to offer
- Always up-to-date information from a single source
- No installation on the guest’s device required
- No updates required
- Suitable for all mobile devices

Every information in the app, descriptions and pictures can be conveniently set up in the protel Cloud Center and be used for multiple add-ons.
The guest’s journey with protel Voyager

Reservierungsdetails und Pre-Check-in-Extras
By clicking the button Reservation, guests can access the details of the selected reservation: Reservation number, arrival and departure date, number of nights, number and names of guests, details on the booked room type, and the room number (if already assigned). Even before checking in, the guest can choose from a selection of “Extras”.

Hotel information and direct contact
Voyager allows the guests to find out more about the hotel they are staying in. Starting with pre-stay information which could be useful before arrival such as maps or check-in details, contact information, the guest can access the hotel information, including several features and facilities, hotel information texts and pictures, as well as the social media handles. It is also possible to send a direct message to the hotel via this menu.

Enter data for a simplified check-in
If the guest hasn’t checked-in yet, he can do so via protel Voyager. In the Check-in menu, he can complete or edit his guest data, add his credit card data and sign the registration card. If no room has been assigned to the reservation, the hotel can offer the opportunity to the guest to select a preferred room. If all mandatory fields have been filled in— the hotel can of course define what should be mandatory – the guest can complete the pre-check-in.

Room Service, Specials and more
As soon as the check-in is executed, the guest’s reservations status in protel Voyager changes as well as the offered buttons in protel Voyager. Instead of booking “Extras”, the menu “Shop” is now available. The hotel can present their items in various shops – e. g. items from the room service, wellness offerings or the like.

All invoices at a glance
The guest is now able to access his invoices. How much money did I spend at the bar last night? Has the breakfast buffet been charged extra? With protel Voyager the guest can answer all of these questions on his own. Detailed information show what has been posted to the invoices, and which postings have already been paid.

Check-out made easy
When the end of the guest’s stay arrives, he can enter the “Check-out” menu. Here, he can check his invoices, and enter his credit card data, if he hasn’t done this already. If the invoices have been payed he can easily check out via the app and save time during the check-out process at the hotel’s reception.
Benefits for hotels and guests

What are the hotel’s benefits of protel Voyager?

♦ Exceed your guests’ expectations for mobile services: More convenience results in higher customer satisfaction and loyalty.
♦ Directly address the guest, even before he arrives
♦ Fully automatically send your guests information about events or guest news out of protel onto their cell phones.
♦ Take advantage of “your” hotel app as an additional marketing and sales channel and boost your “Mobile Commerce.”

What are the guests’ benefits of protel Voyager?

♦ Guests can update their own personal data whenever they want or check in on their own on the way to the hotel.
♦ Important hotel information is always at hand: Where can I park? When and where is breakfast served? By what time do I need to check out?
♦ Current information on special offers and events facilitate planning and organizing the stay.
♦ Attractions and sight in the area are available at a glance via location based services. For easy navigation the map function shows the exact location.

Requirements and Recommendations

♦ No installation
♦ No updates

protel Voyager is a portable web application and needs no additional installations on the guest’s device.

♦ License “protel Voyager”
♦ protel Voyager runs on any web-enabled portable device (cell phones, smartphones, tablets) with a touch screen.
♦ Communication rules set up via protel Messenger

Further information upon request.

Contact

For more information on how protel hotel apps and mobile solutions can benefit you, please contact us. We’ll be happy to help!

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