

GuestJoy

Digital guest experience platform

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Co-founder of GuestJoy

GuestJoy



Euroopa Liit
Euroopa
Regionaalarengu Fond



Eesti
tuleviku heaks



EAS
Enterprise Estonia

About us

Founded
2014

Customers
400

Countries
26

Total emails sent
5,000,000+

Upsell revenue
€2.2M

Feedback given
600,000+

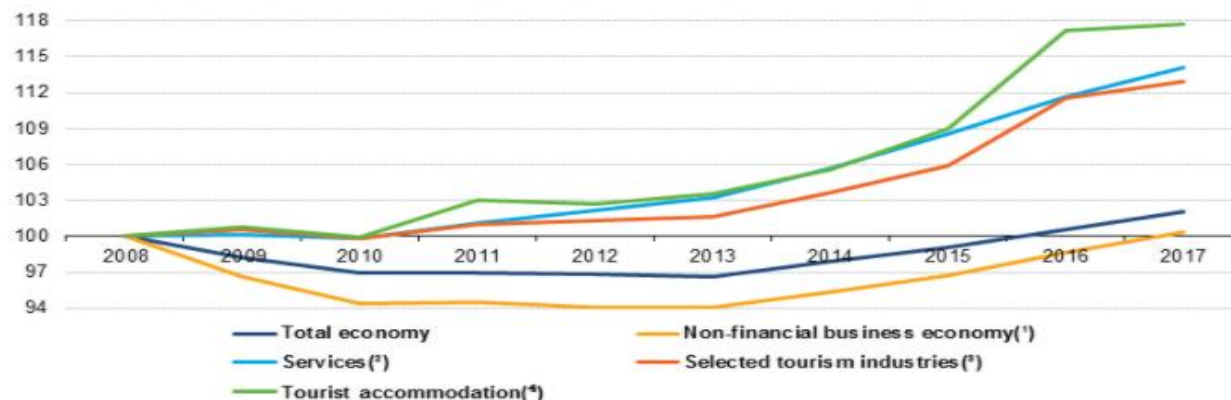
Check-ins
300,000+

*GuestJoy's mission is to make it
easy for hoteliers to provide a
digital experience for their guests.*



Tourism industries - employment

Persons employed by economic activity, EU-28, 2008-2017 (index 2008=100)



(*) NACE sections: B-N_S95_X_K (Total business economy; repair of computers, personal and household goods; except financial and insurance activities).

(†) NACE sections: H-J, L-N and NACE division S95.


(‡) NACE divisions: H51, I55 and N79.

(§) NACE division I55.

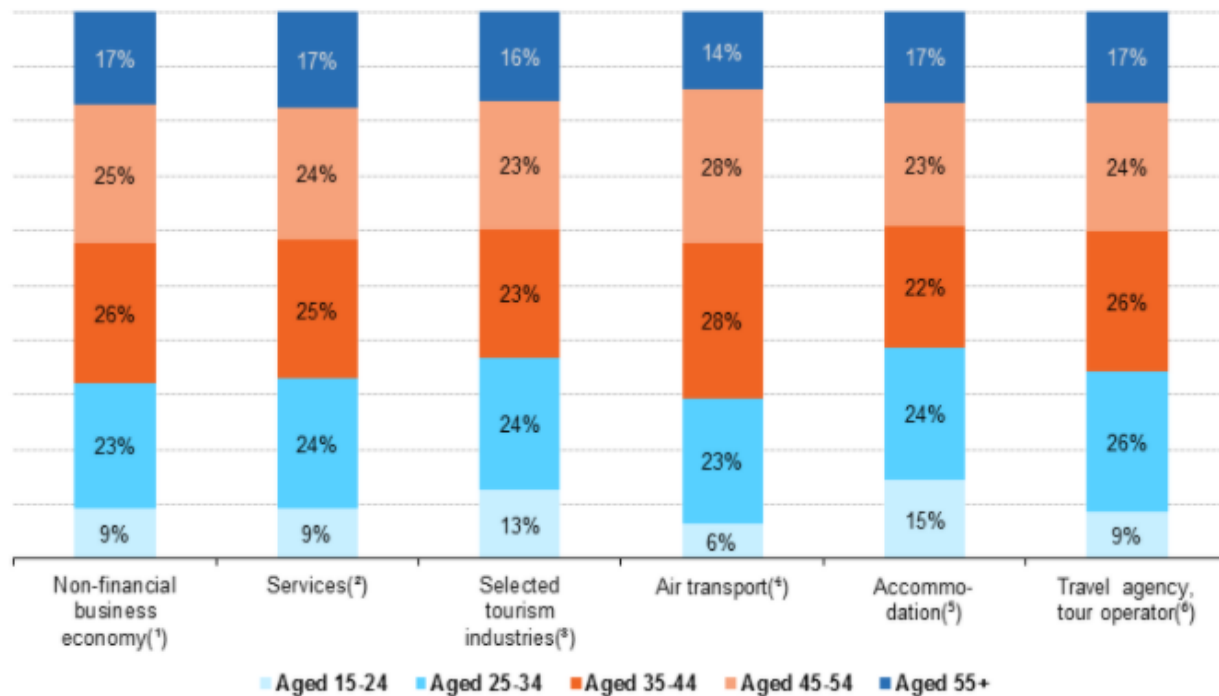
Note: Full description of economic activities covered, see under "Data sources and availability".

Source: Eurostat (online data code: lisa_egan2). Figures for tourism industries are based on customised data extractions, not available online.

eurostat 

Figure 3: Persons employed by economic activity, EU-28, 2008-2017 
(index 2008=100)

Share of persons employed by economic activity and age group, EU-28, 2017 (%)



- The tourist accommodation sector gives more opportunities to lower educated workers
- Nearly one in six people employed in tourism are foreign citizen
- Jobs are less stable in tourism than in the rest of the economy
- Likelihood of an employee holding their current job for less than one year
- High seasonality in tourism activities is only partly reflected in tourism employment
- Regions with high tourist activity tend to have lower unemployment rates

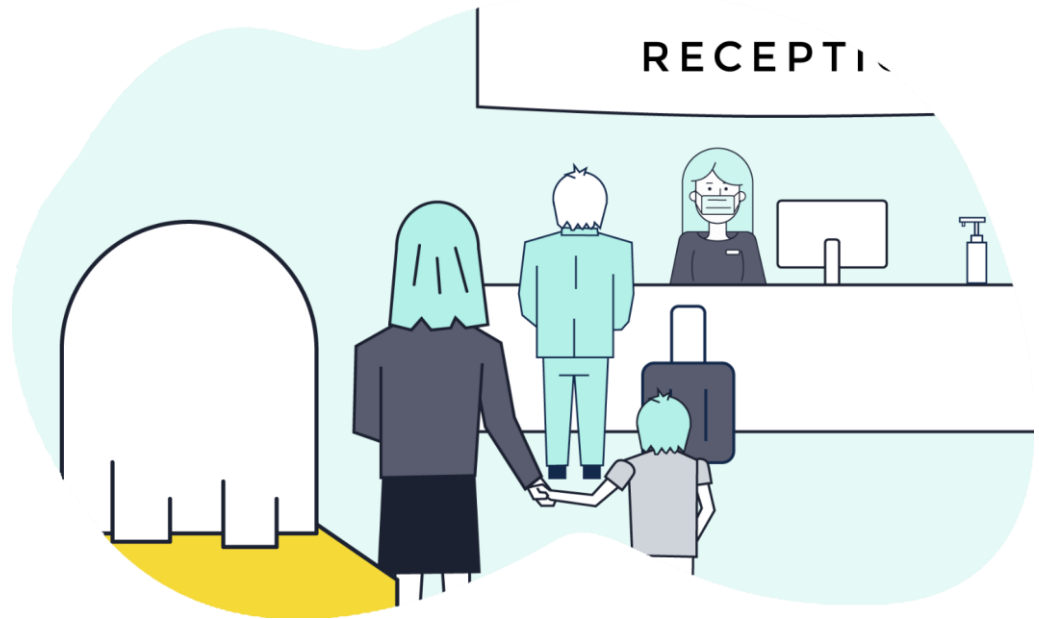
Is that the new normality:

- Receptionist wearing a mask
- Plexiglass requirements



Challenges in hospitality

- Fewer staff
- New safety requirements
- Low investment capability
- Uncertain future



Alternative Accommodations Are Growing Nearly Twice as Fast as Hotels in Europe

Penetration Rate

in percent

Reading Support

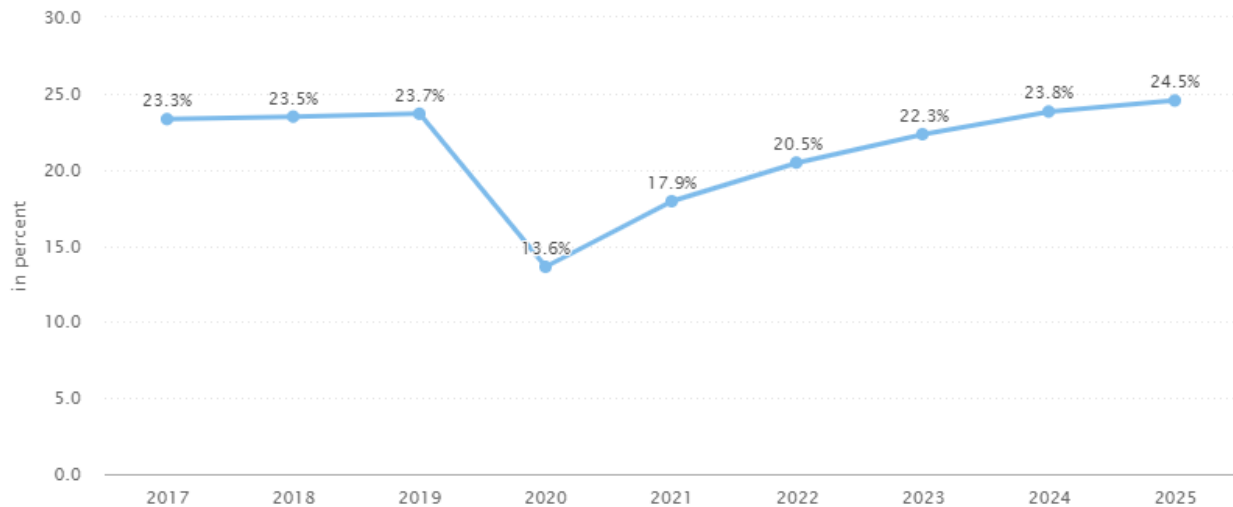
User penetration in the Vacation Rentals segment will be at 13.6% in 2020.



PNG

Users

Penetration Rate

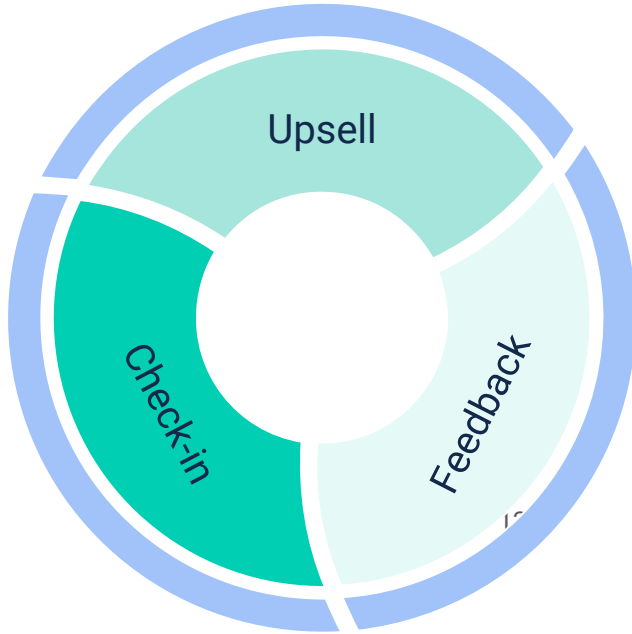


Source: Statista (Forecast adjusted for expected impact of COVID-19), September 2020

Info



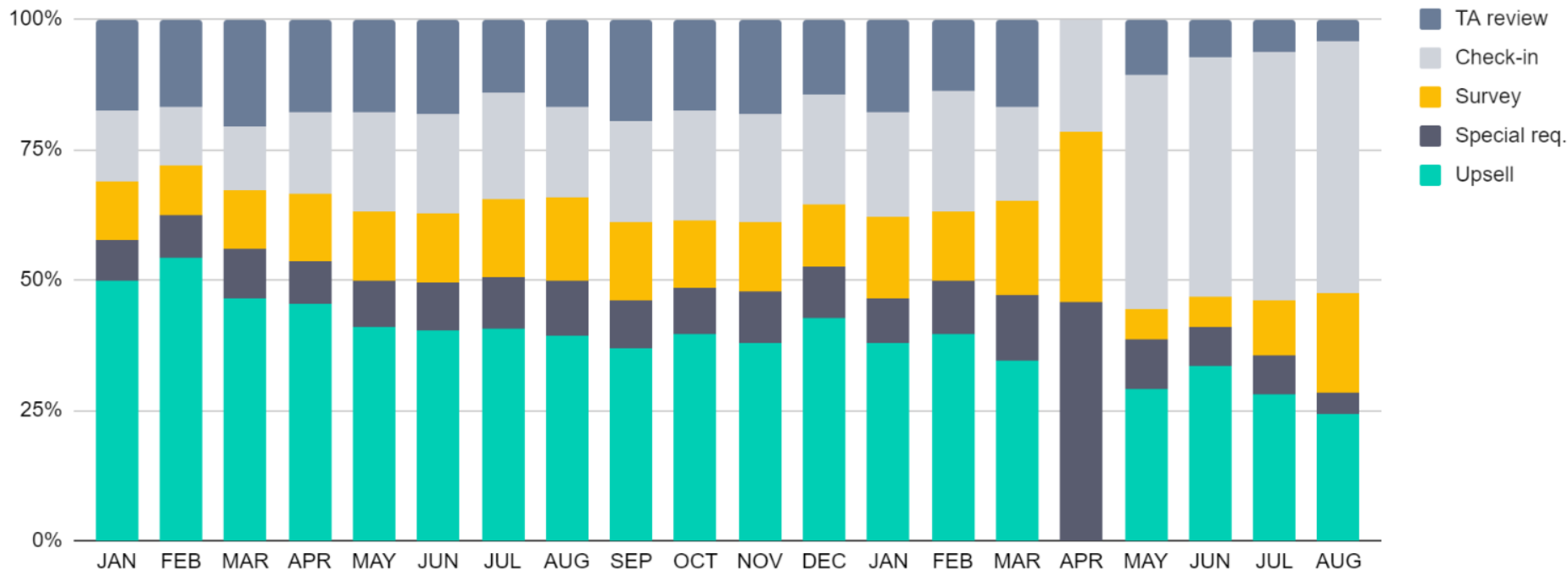
Guest experience needs to go digital



- Run hotel with fewer people
- Increase RevPAR
- Higher guest satisfaction
- Meet new safety expectations

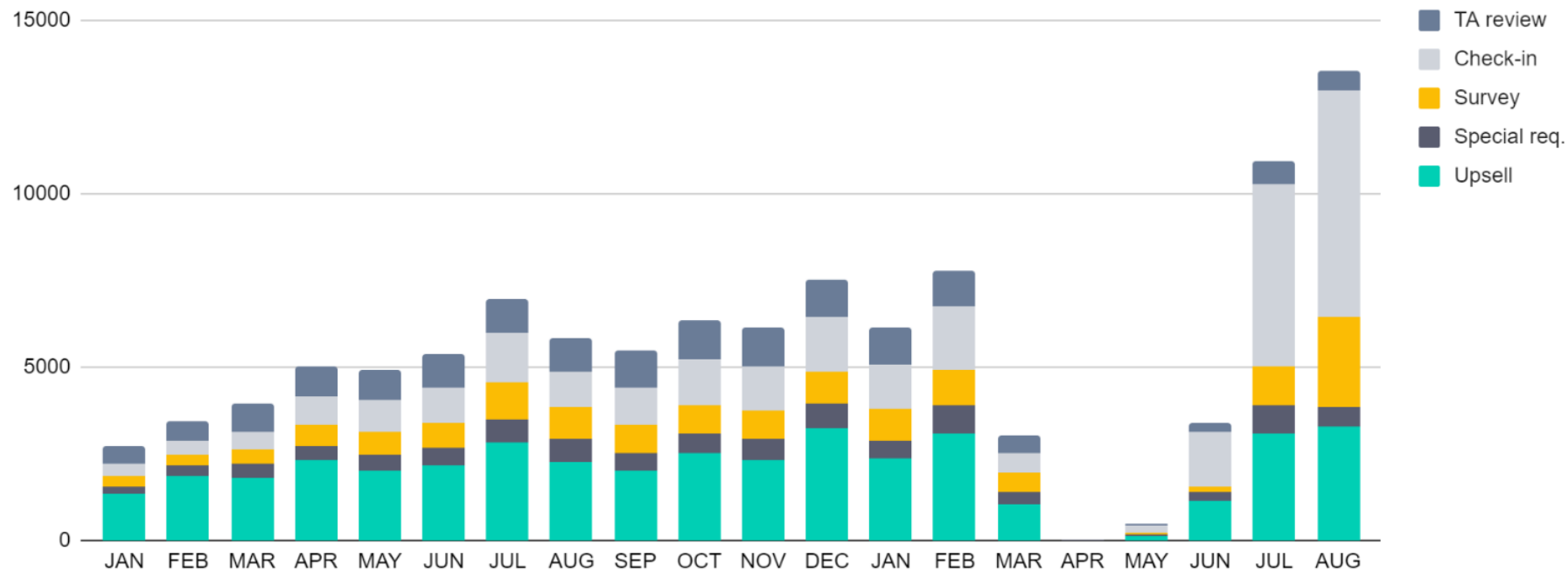
GUEST ACTIONS OVER TIME - RECOVERY

Guest Actions 01-2019 - 08-2020 % of all Actions



What are the expectations for our future guests

Guest Actions 01-2019 - 08-2020 - Total Actions

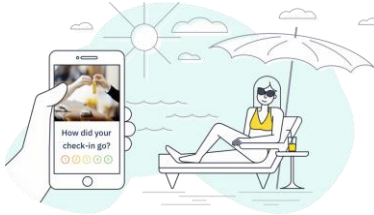


Become a modern hotelier

Provide a digital guest experience for your guest

Check-in

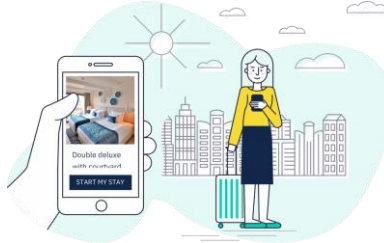
Get your guest's data before they arrive and eliminate lines



- Check-in emails
- Informational emails with door codes
- Dynamic check-in form
- Check-in kiosk

Upsell

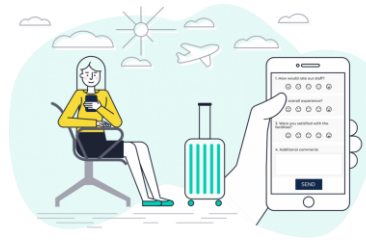
Generate more upsell revenue with personalized offers



- Upsell emails tailored to each guest
- Show relevant offers via segmentation
- No commission on your revenue
- Upsell both pre- and during-stay

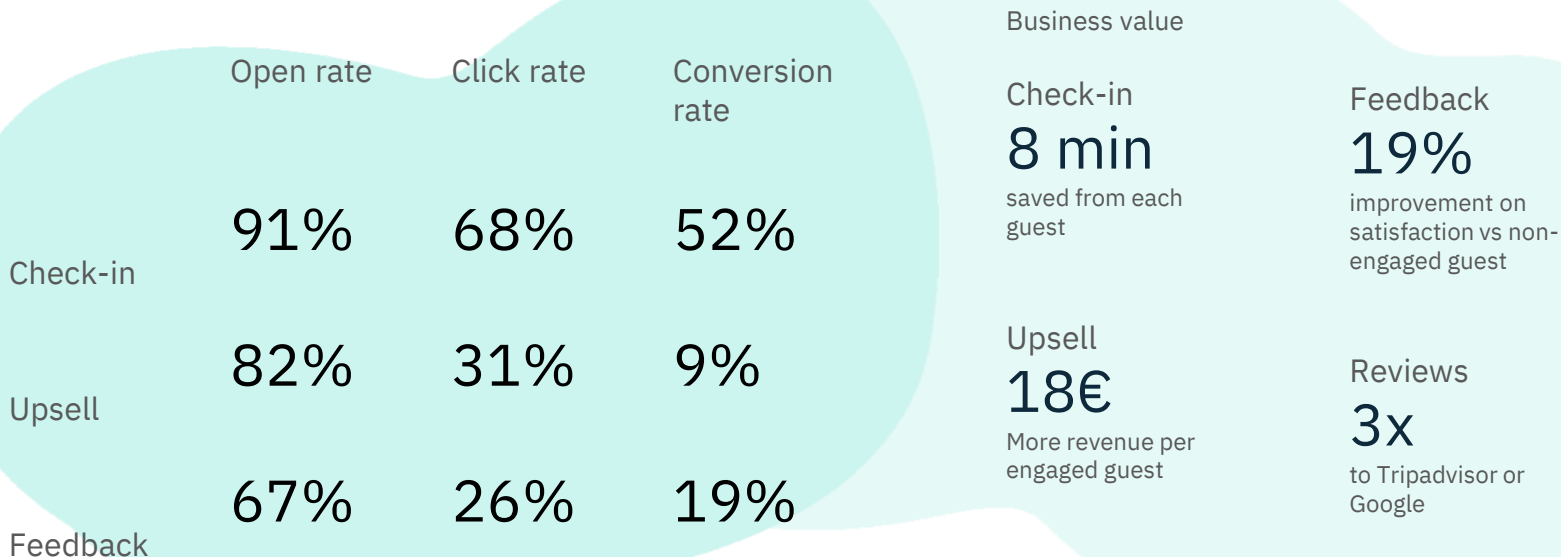
Feedback

Get an insight of your guests' opinions with custom surveys



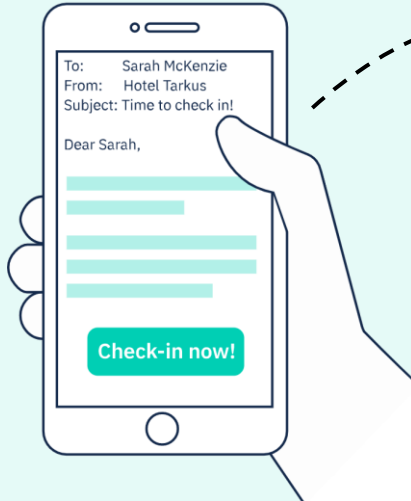
- Feedback & reminder emails
- Customised guest survey
- Boost your online reputation
- Official Tripadvisor partner

Key metrics

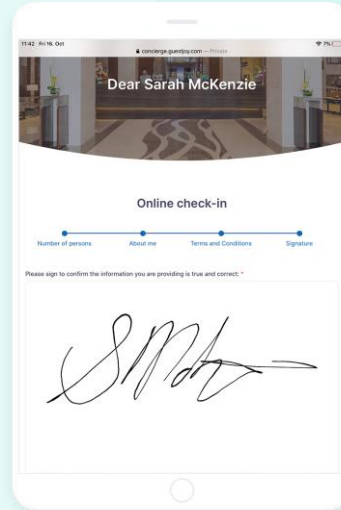


How GuestJoy works

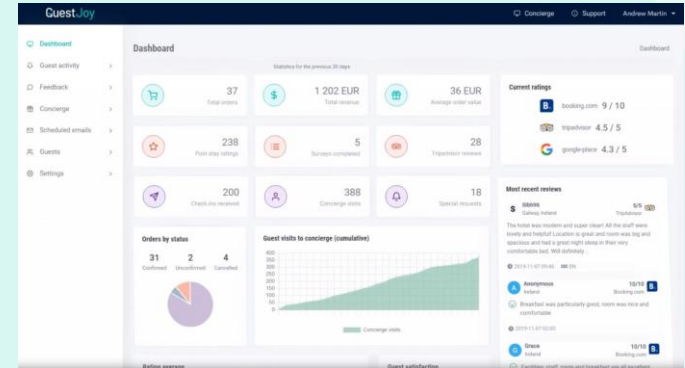
Guest receives a personalised email

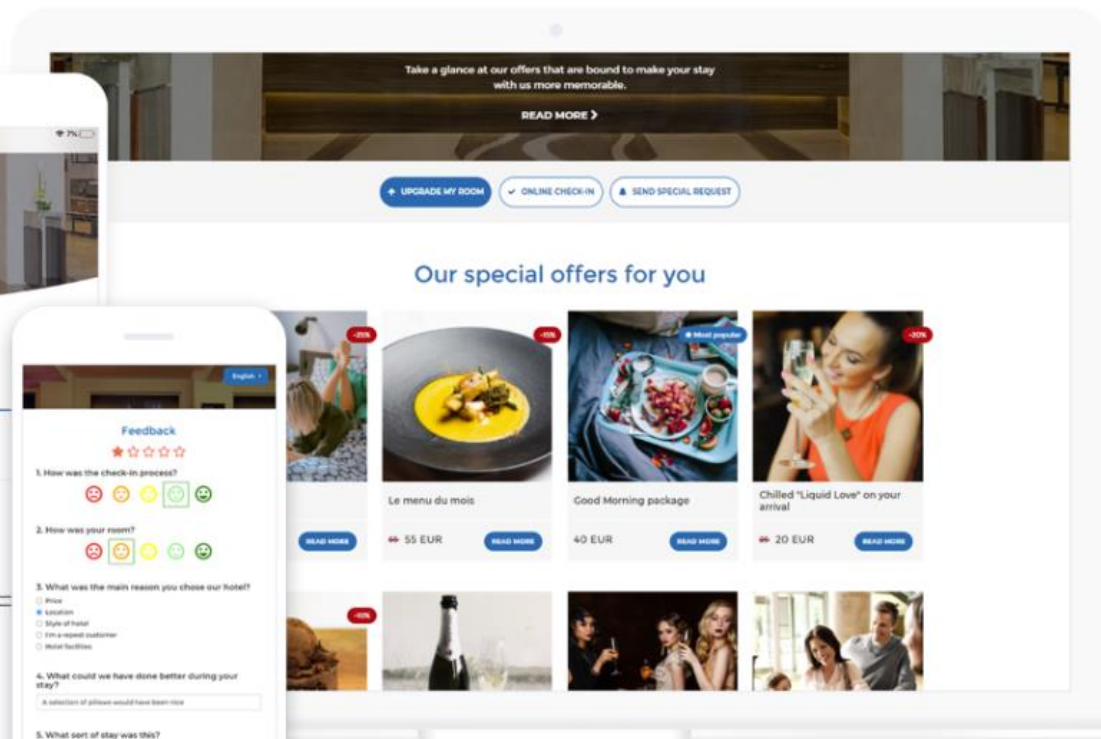
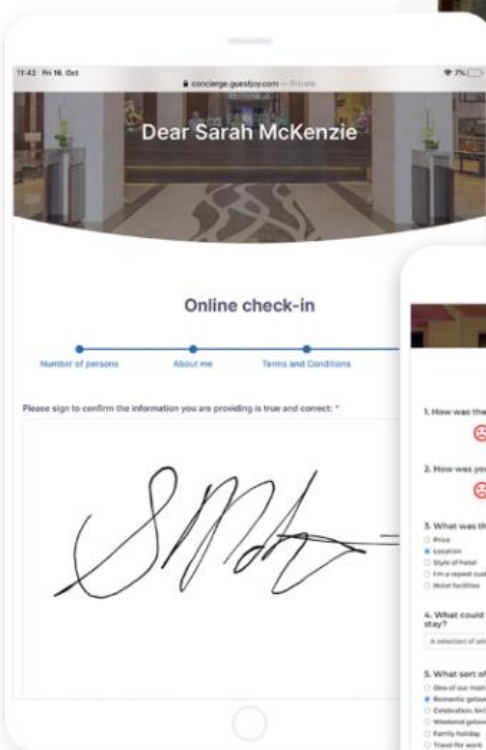


Guest finishes the check-in



View everything in guestJoy and PMS





Online check in!!!

- App versus web app
- Kiosks
- Door codes
- Online check in card

Health & safety

Search

Destination/property name:

Check-in date

Check-out date

2 adults

No children 1 room

☐ I'm travelling for work

Search

Map

Sopot
Gdańsk
Kowale
Pruszcz Gdański
Map data ©2020 Google

Filter by:

Health & safety

☐ Properties with additional health & safety measures 1045

Popular filters

☐ Hotels 88
☐ Apartments 2420
☐ Sauna 225
☐ Beachfront 254
☐ Old Town 995

Gdańsk: 2,746 properties found

Nearby beaches: Jelitkowo Beach Brzeźno Beach Stogi Beach

Our top picks

Entire homes & apartments

Price (lowest first)

Stars

Star rating and price

Genius

Commission paid and other benefits may affect an accommodation's ranking. [Find out more.](#)

PURO Gdańsk Stare Miasto ★★★★★
[Centrum, Gdańsk](#) · [Show on map](#) · 950 m from centre
Puro Gdańsk Stare Miasto is located in the centre of Gdańsk, just 150 metres from the Green Gate and 300 metres from the Long Market.
Booked 12 times in the last 6 hours on our site

Superb
3,629 reviews
Location 9.7

Show prices

Radisson Hotel & Suites, Gdansk ★★★★★
[Centrum, Gdańsk](#) · [Show on map](#) · 850 m from centre
Radisson Hotel & Suites, Gdansk features a restaurant, fitness centre, a bar and shared lounge in Gdańsk. This 4-star hotel offers a 24-hour front desk, room service and free WiFi.
Booked 9 times in the last 1 hour on our site

Fabulous
3,479 reviews
Location 9.7

Show prices

Hampton By Hilton Gdansk Old Town ★★★★★
[Centrum, Gdańsk](#) · [Show on map](#) · 450 m from centre
Boasting a 24-hour fitness centre, a conference centre and a restaurant, Hampton By Hilton Gdansk Old Town is located in Gdańsk, a 2-minute walk away from the Neptun Fountain.
Booked 4 times in the last 6 hours on our site

Superb
4,876 reviews
Location 9.8

Show prices

GuestJoy

20

Testimonials



“We are very happy with the system and it is very user-friendly.”

Deirdre Featherstone • Online Marketing Manager • McGettigan Hotel Group, Ireland



“We create campaigns by ourselves and this way actually cut some marketing costs.”

Kaidi Krimm • Business Development Director • Tallink Hotels, Estonia



“Whereas once, Haag’s TripAdvisor ranking was 49, it has steadily risen to now be hovering around 13 to 12, thanks to GuestJoy.”

Osmo Suominen Operational Manager Hotel Haag Central Park, Finland 122 rooms used GJ since 2018



“Receiving good feedback from guest has never been faster.”

Irma Siispool • Operations Manager • The Three Sisters Hotel, Relais & Châteaux, Estonia



“The tool made an immediate impact and we are very pleased about our decision.”

Snorri Kristjánsson • Marketing Manager • Keahotels, Iceland, 9 hotels 780 rooms



“We are happy and sell more services and offers than before, guests are booking tables, restaurant offers and it is great to know the bookings in advance because our kitchen and hotel staff can schedule their tasks accordingly.”

Sandra Dis Marketing Manager of Umi Hotel, Iceland 28 rooms

Thank you!



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