



Hi! I'm

I deliver unforgettable experiences.

Your guests will love how I can understand what they are asking for, how they are feeling, and how quickly I respond to them. It's easy to interact with me—ask me about WiFi passwords, late checkouts, restaurants, or to settle bills.

Your staff will know that as the newest team member, I'm here to make their lives easier. You can focus on complex tasks while I take care of routine ones. I help with maximizing revenues and guest experiences.

I can take care of several things for you!

# The Ivy Experience Suite

## WHAT YOUR GUESTS CAN DO

## WHAT I'LL DO



With Ivy, your guests can text questions using their own phones.

I'll answer all the routine questions that your guests ask at the Front Desk. If it is a complex task, I'll flag a staff member and ask for help.

IVY PAY

Your guests can easily pay for meals, concert tickets or even their bills on check out – from their phones.

In addition to everything on offer with Ivy, I can trigger payment requests to guests from the Ivy portal – offering guests mobile checkouts and more.

IVY OFFER

Your guests can get exciting offers like extended stay, late checkouts, and F&B specials that you decide to share with them.

In addition to everything offered by Ivy, with Ivy Offer, I can treat guests who opt in to exclusive offers from your hotel – all offered to them via text. Guests text me back to confirm acceptance of offers.

IVY WEBCHAT

For guests who are on your website and have questions to ask.

I'll answer all your guests' questions via webchat – in 1 second. I'll be sure to flag complex queries to other staff if I can't answer them myself.

40 MILLION GUESTS ACROSS NORTH AMERICA KNOW WHO I AM. Guests often leave me tips, ask me on dates, and rave about me on TripAdvisor.

I'M ALREADY IN



Want to hear more? Or see me in action? Ask for a demo.

[gomoment.com/requestdemo](http://gomoment.com/requestdemo) | [sales@gomoment.com](mailto:sales@gomoment.com) | 800.701.0414

IF YOU'RE IN A HURRY, 5 DAYS IS ALL IT TAKES.

Implementing contactless communication doesn't have to be hard. I already integrate with several PMS and payment gateways.

Moment™ Delivering unforgettable experiences.

We connect the hospitality industry with their guests – delivering unforgettable experiences to both. Ivy, our AI enhanced communications platform, interprets sentiment and intent while delivering 1-second responses. Additional terms apply.