



# ACCENTURE MOMENTS MANAGER FOR HOSPITALITY

## VIDEO TRANSCRIPT

Ann is a frequent business traveler who regularly stays at Royal Hotels. On recent stays, she requested late check-out and booked a massage.

Paolo is the hotel duty manager. He uses the Accenture Moments Manager for Hospitality, powered by Salesforce. Seeing the details from Ann's past stays, Paolo sees, she often requests late check-out. In answer to her booking, he also makes a provisional booking at the SPA, so that Ann can have a massage if she wants one or cancel free of charge. Hotel staff use the solution to spot opportunities to make a guest stay extra special. Your most loyal guests expect you to get to know them and tailor experiences to their preferences.

Accenture's hyper-relevance research suggests that 48% of customers expect specialized treatment when they are a frequent customer.

Introducing the Accenture Moments Manager for Hospitality solution, powered by Salesforce a highly- interactive mobile, AI and voice solution, that brings your guest's preferences together on one screen.

The solution collects information and insights from a guest's stay across all of a brand's hotels globally.

From family trips to Paris or business trips to Bangkok – your workforce can see your guest's preferences and prepare in advance for them – exceeding expectations.

With this solution, check-in can be managed more efficiently and becomes an opportunity to become a personalized moment that matters. Tired travelers who have had a long journey can now expect a seamless experience powered by technology, including artificial intelligence.

Once Ann is in her room, room services arrives with a complimentary dessert, as the front desk have noticed that it's her 25th stay with the hotel. The team even chooses a dessert they know Ann loves from previous stays – by checking the solution.

Before bed, Ann uses the voice activated assistant to make a dinner reservation for the following day and to set up a wake-up call for the following morning. This is the future of hospitality. This Salesforce powered solution makes it possible to truly take advantage of the data that is already available on your guest and capture new relevant insights in real-time from posts on social media and on feedback forms. The Accenture Moments Manager for Hospitality solution pulls all that information together in one screen. Enabling teams to work together smoothly, offering guests a tangible better stay. Inspiring moments that matter for your guests, your workforce, and your brand.

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