

Use the "Start Conversation" feature to text guests

REQUEST MANAGEMENT

Two-Way SMS Chat Number +14243060569

Start Conversation

Message

Two-Way SMS Chat Number: +14243060569

Phone Number	Name	Room Number
1352467890	Robert Smith	408

Message

TEMPLATES

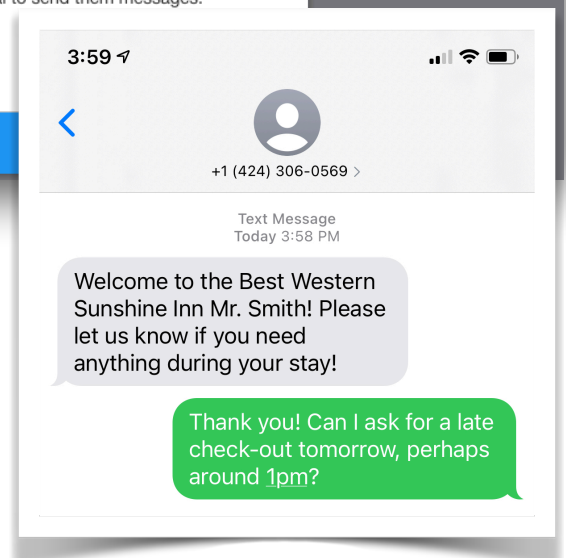
Welcome to the Best Western Sunshine Inn Mr. Smith! Please let us know if you need anything during your stay!

By signing your initials, you confirm that you have received guest's approval to send them messages.

JC

Send

Included in your Mobile Concierge package is the ability to text your guests. Send a welcome message, daily check-up, or courtesy text directly to their phones. Your guests will receive a fast and efficient response to their requests and your property will receive a boost in their Medallia® scores in return!



1. Select "Start Conversation" from the Request Management page of your platform.
2. Enter the guest's mobile phone number, name, and room number.
3. Enter a message or select a customizable template message to send.
4. Enter your initials, confirming that the guest has approved to receive text messages.
5. Click "Send". *It's that simple!*

Responses to your messages will immediately display in the "Messages" tab in each individual request. Note that your property's individual SMS number is located at the top of the Request Management page. This is the number that guests will receive your messages from.