

When Guests Speak, You Win!

1.



“During the stay, our guests communicate with us by calling the front desk for immediate service needs.”

2.



“After the stay, guests communicate survey results about everything. We learn the good, bad and ugly; then hope we made our satisfaction goals!”



4.



“With VOC Systems...during the stay we get real time text and audio about our guests’ experiences in their own words. Recoveries are way up. Comps and 800 calls are lower. Employees are highly motivated because they’re mentioned in compliments. And guest satisfaction has never been higher. **Listening rocks!**”

3.



“After the stay, guests sometimes contact the toll free corporate line with a scathing complaint. Or tell friends and colleagues. Even worse, post it to a travel blog. Not good!”

Guest feedback has never been faster, simpler — or more powerful.

When guests record spoken thought in their own words about experiences during the stay, something magical happens. They give you a precious opportunity to make even the smallest things right...

- Before** they leave your property.
- Before** the surveys.
- Before** the blogs.
- Before** defection.

VOC Systems’ patented process captures spoken, free-form comments from on-site guests who use their room phone or a touch screen kiosk. We then convert audio to text for email delivery – in minutes – to managers with a need to know. No surveys, no forms, keyboards, pens or paper. Just your guests’ vocal chords and our technology. What you get are rich audio and text comments of top-of-mind perceptions regarding hotel experiences, conveyed with emotion, detail and candor – voiced by guests directly to the general manager. And it’s all in time for your team to respond to concerns and experiences so more guests leave *delighted*. Managers monitor progress with continuously updated, on-line reports that highlight feedback trends and provide detailed searches, enabling you to focus resources on highest priority areas

Listen anywhere on property, 24/7



Providing feedback couldn't be easier for your guests. No lines, no anxiety about personal confrontation, no burdensome questions. Access is available 24/7. They can use their room phones or press a button and speak using a kiosk handset. Because it's so easy for them, you get more feedback when you need it most, while guests are on property.



"It's a dream come true."

– Director of Operations,
 globally recognized Atlanta hotel

Reports: Real-Time, Actionable, Relevant

immediate e-mail to PDA and PC

Click [here](#) to listen to this message.

Feedback reported by VOC Systems, Inc. 404-661-6749 (o)

click to listen!

interactive web reporting dashboard

view priority issues on the fly

online search by keyword, name, room, etc.

Call or e-mail today (404.661.6749 or bkesel@vocsys.com) to set up a trial at your property – and witness for yourself how unique knowledge of your guests' experiences can send your performance to a completely new level.