

The hotel of the future is already on WhatsApp

Turn WhatsApp into the central channel of the guest experience — from booking to post-stay, with AI serving 24/7 and a human whenever it's needed.

- 24/7 support
- Instant replies
- Frictionless experience
- Everything in one place



More direct bookings

Less reliance on OTAs and commissions — guests book with you, on WhatsApp.



Fewer calls and lower costs

AI handles the repetitive and frees up the front desk for what matters.



Happier guests

Instant answers, in any language, before, during and after the stay.



More revenue per guest

Upgrades, spa, airport transfers and experiences suggested at the right moment.

THE PROBLEM

Guests want answers instantly — but the hotel still serves like it's 20 years ago

- High volume of calls and emails to the front desk
- Slow, repetitive replies — and after hours, nobody answers
- Manual check-in and paperwork at the desk
- Upsell opportunities lost for lack of time
- Teams and tools disconnected from one another

THE SOLUTION

Zapify turns WhatsApp into the guest's SuperApp

- Smart AI automation, with a human whenever it's needed
- The complete guest journey in a single channel
- Integration with your PMS and the systems you already use
- Personalised communication, in each guest's language
- More efficient operations and more revenue per stay

USE CASES IN HOSPITALITY

The entire guest journey, on the channel they already use

From the first question to loyalty, every moment of the stay handled through conversation.



01 Automated direct bookings

Guests check availability, choose and book without leaving WhatsApp.

- Real-time availability
- Rates and room types
- Secure payment
- Instant confirmation



02 Smart digital check-in

Collect documents and details before the guest arrives.

- Document upload
- Guest details
- Estimated arrival time
- Special preferences



03 24/7 virtual concierge

Answer frequent questions instantly, every day of the year.

- Wi-Fi, breakfast and opening hours
- Parking and transport
- Attractions and recommendations
- Hotel rules and services



04 Automated upselling

Increase revenue per guest with personalised offers, at the right moment.

- Room upgrade
- Spa & wellness
- Airport transfer
- Exclusive experiences



05 Requests during the stay

The guest asks, the hotel delivers — all through WhatsApp.

- Extra towels and amenities
- Room service
- Room cleaning
- Maintenance and other requests



06 Check-out & post-stay

Wrap up the stay with excellence and encourage return visits.

- Simplified check-out
- Experience review
- Vouchers and loyalty
- Effortless rebooking



07 Post-stay communication and loyalty

Keep the relationship going and bring the guest back.

- Personalised thank-you
- Exclusive offers and promotions
- Loyalty programme
- More positive reviews

A PLATFORM CONNECTED TO YOUR HOTEL

Integrates with the tools you already use

Zapify connects to the market's leading tools to centralise and automate the entire guest journey.



PMS



CRM



Payments



Front desk



Housekeeping



Spa



Restaurant



Marketing

BENEFITS FOR EVERY TEAM

Advantages for the whole hotel



For the front desk

- Fewer calls
- More time
- Less stress



For operations

- Centralised processes
- A more efficient team
- Fewer errors



For marketing

- More campaigns
- More direct bookings
- Segmented communication



For management

- Greater profitability
- Satisfied guests
- Real-time metrics

Put WhatsApp to work for you

30 days free. No card. With our team helping you get started.

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