DON CLIENTE FOR

Before arrival, during the stay and on the next visit.

Reception · Reactivation · Reputation

Channels, availability and handover agreed with your team.



Modo Don

Illustrative scene · configured for each business

HOTELS & APARTMENTS

Your working day.
Three moments we can help.

When reception closes

Answer questions about hours, the stay and availability using information approved by your team.

A booking with the right details

Confirm request details and hand over cases that need personal attention. Pro also handles calls, transcripts and transfers.

After the stay

Request reviews and reconnect with previous guests when there is a relevant reason to return.

Channels, availability and handover agreed with your team.

01 / RECEPTION

The question has an answer.

While you look after people, the conversation continues.

- Arrivals, stays and bookings
- Replies based on information approved by your team.
- With Pro: calls, transcripts and transfers.



Example conversation · sample availability and details

CORE Messaging · WhatsApp, Instagram and web.

PRO Messaging + calls · Everything in Core, phone answering, transcriptions and transfers.

02 / REACTIVATION

A reason to come back.

Follow-up arrives when it makes sense.

Your business sets the rhythm.

1–12 months



Visit **Follow-up** **Next visit**

Illustrative rhythm · agreed with your team.

CORE WhatsApp · Campaigns and simple follow-ups.

D:C **WhatsApp · Reactivation**

Hi Laura. Visiting Barcelona again? We can check dates with you.

Yes, I'm looking at next month.

Tell me which days and we'll prepare the request.

Example conversation · sample availability and details

PRO Multichannel · Everything in Core, email and SMS, message testing and expanded analytics.

03 / REPUTATION

An experience worth sharing.

Ask for a review. Look after the reply. Make recommendations easy.

- Feedback after the stay
- Review requests after the visit.
- Alert the team when feedback needs attention.



Example conversation · sample availability and details

CORE Reviews · Requests, reminders and negative-feedback alerts.

PRO Referrals + responses · Everything in Core, referral campaigns, drafts and priority for sensitive cases.

A SPECIALIST NEARBY

Technology behind it. People beside you.

Someone learns how you work, prepares the setup and stays with you after launch. Ask about the support options available in your area.



A launch that fits the way you work.

HOW WE GET STARTED

From first contact to everyday care.



01

Listen

Review the customer journey and choose what to address first.

02

Configure

Agree the channels, information, diary and when your team steps in.

03

Try it

Review conversations and train the people who will use it.

04

Stay close

Keep adjusting messages, follow-up and support with your team.

A launch that fits the way you work.

A SETUP THAT FITS

Start with what you need.

Explore your setup ›

MODULE	CORE	PRO
Reception	299	399
Reactivation	199	299
Reputation	99	199

€ / month

Initial setup

0 €

Activation and setup included with 3 months or more.

2 modules −10% · 3 modules −20%

Prepayment: 6 months extra −10% · 12 months extra −20%

Sequential discounts; rounded monthly fee. VAT, limits and external costs are itemised before payment.

FREE DIAGNOSTIC · NO OBLIGATION

Your business first. The proposal follows.

We review three concrete signals with you before recommending a module.

01 **What goes unanswered**

Arrivals, stays and bookings

02 **Who could come back**

The next stay or a pending visit

03 **What customers say**

Feedback after the stay



If we see no room for improvement, we say so.

THE NEXT STEP

Every customer, treated like a Don.



Let’s talk about answering, reconnecting with and looking after the customers in your business.

Request a free diagnostic ›

Talk on WhatsApp ›

See how it works ›

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