



Enhancing guest experience and achieving an 8x increase in email collection with Duve.

Astotel, a renowned collection of seventeen 3- and 4-star boutique hotels in Paris, embarked on a transformative journey with Duve.

Enriched by over 60 years of experience, Astotel is committed to exceptional guest satisfaction, providing personalized service for a memorable stay. Their 17 hotels are consistently rated among the top 10% in France on Tripadvisor and highly recommended on online travel agency sites. Astotel leverages Duve's guest experience management platform to elevate their guests' stays, making check-in a seamless process while providing exceptional personalization.





Key Challenges

- **Challenges in Collecting Email Addresses:**

Astotel faced challenges in capturing guest email addresses, especially from OTAs, which were crucial for retention and post-stay marketing.

- **Crowded Reception Areas:**

The check-in process often resulted in long queues at the reception, leading to guest inconvenience.

- **Inefficient guest communication:**

Astotel grappled with efficiently communicating with guests, leading to numerous in-person queries at the reception, including information about the hotel or nearby activities.



Duve's Solution

Astotel adopted Duve's guest experience management platform, streamlining check-in procedures, reducing reception wait times, and capturing essential guest information. This integration allowed Astotel to elevate their guest experience, resulting in an impressive 8x increase in email address collection for post-stay marketing. Furthermore, Astotel utilized Duve's support for hotel groups, unifying hotel branch management under one central account, providing a holistic view of operations and facilitating tailored operations for individual hotels.



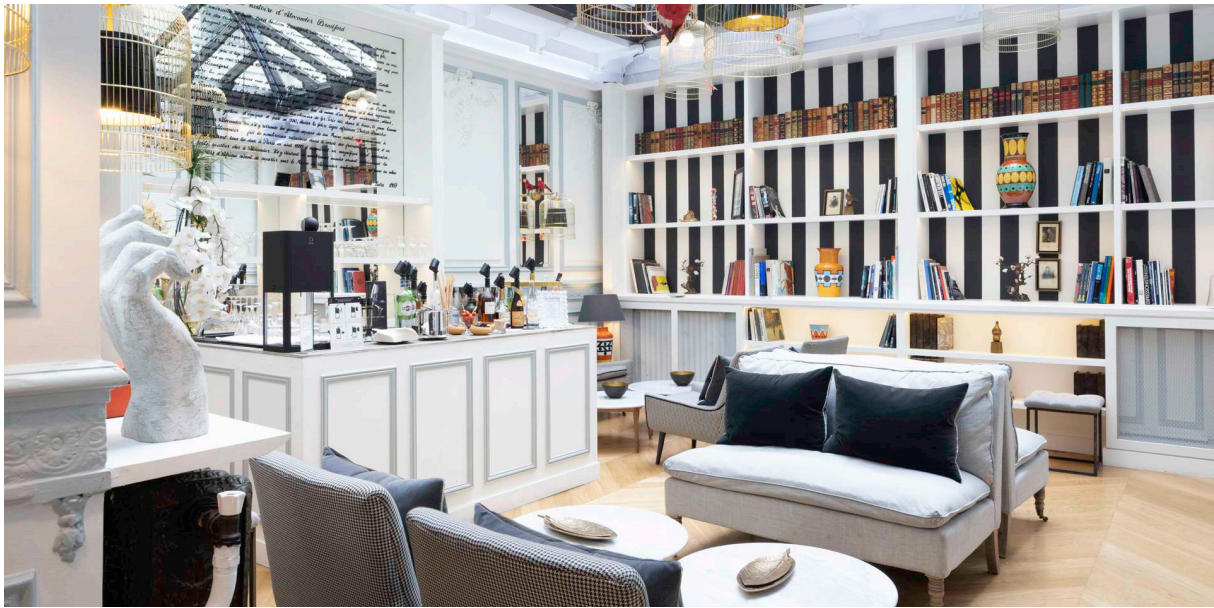
Results Achieved with Duve:

- Astotel experienced a remarkable increase in email addresses collected for post-stay marketing. By transitioning from an opt-in to an opt-out method in Duve's online check-in, they achieved an 8x increase in email collection, with a fully GDPR compliant method.
- With Duve's online check-in, Astotel streamlined their reception process, reducing guest wait times and enabling guests to provide necessary information, including email addresses and e-signatures, before arrival.
- Astotel implemented Duve's digital spots in their hotels, allowing guests to access online check-in and the guest app via QR codes. This provided guests with essential room information, hotel staff contact details, facilities, and nearby transportation, enhancing their overall experience.



Conclusion

Astotel's collaboration with Duve showcases the transformative power of digital solutions in the hospitality sector. By addressing core challenges and leveraging Duve's innovative features, Astotel not only enhanced its guest experience but also achieved significant operational milestones.



Astotel's Director of Strategy and Innovation, Jonathan Cachan, shared:

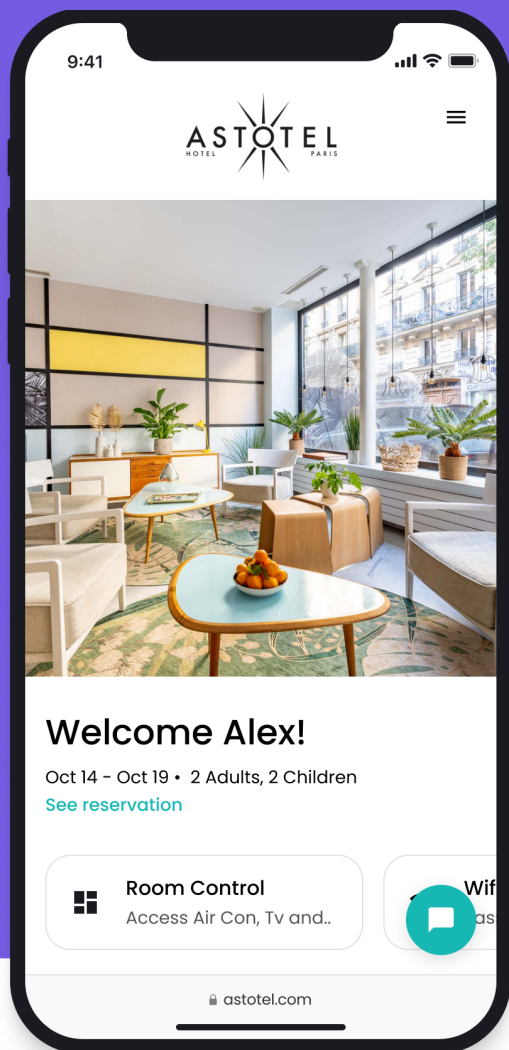
“With Duve, our guest service has reached a new level, and we have seen an immediate benefit in our operations. With the opt-out method for collecting email addresses, we collected 8x more email addresses compared to our previous opt-in approach, allowing us to improve our post-stay marketing efforts. Additionally, with the ability to view operations across all hotels, we can now make data-driven decisions to enhance our guests' stays. Duve has become an essential tool for us as we continue to prioritize exceptional guest satisfaction and hotel efficiency.”



About Duve

Duve is revolutionizing guest experience by offering a truly personalized guest experience suite. Duve helps hoteliers create a tailored and digital journey for each and every guest - from online check-in flows that meet the exact needs of each guest, to a web-based guest app with relevant content in the guests' native language, to personalized upsells that increase revenue potential and satisfaction of each guest. By partnering with more than 150 integration partners, across all major PMS's, OTA's, PSP's, Digital Key providers and 3rd-party vendors, Duve helps transform the way guest experience is provided at thousands of hotels of vacation rentals around the world.

Duve products used by Astotel Hotels



- ✓ Online check-in
- ✓ Communication hub
- ✓ Guest app
- ✓ Upsells
- ✓ Digital spots

Don't settle for less. Get Duve Now!

With Duve's online check-in, over 73% of guests complete the check-in process before arrival – leaving your staff time to give each guest a truly personal experience.

[Book a demo](#)

www.duve.com