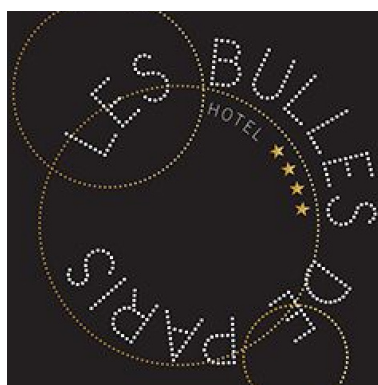




How the 4-Star Hotel, Les Bulles De Paris, used Duve to manage their guest experience from start to finish

**Located in the heart of the Latin Quarter in Paris, Les Bulles de Paris is a four-star hotel that welcomes visitors from all around the world looking to explore the beautiful sites of Paris.**

With facilities such as a restaurant and bar, wellness center and spa, coworking spaces and business lounges, this 44-room hotel that almost constantly reached 100% occupancy was in search of a solution that would help them manage their guest experience from end-to-end.





Les Bulles De Paris, a 4-star hotel in central Paris, rolled out Duvé in an effort to better manage their guest experience. Les Bulles De Paris required a solution that would both help them manage the large amounts of people checking in-and out daily, as well as generate additional revenue streams since room revenue was usually reaching its maximum. After implementing Duvé, Les Bulles De Paris immediately began seeing an impact on the upsells purchased by guests as well as the efficiency of their front-office work. They also noticed that guests were enjoying the comfort of Duvé by having access to all the information they needed on their personal devices. Additionally, they found it much easier to track and handle daily tasks across staff.

# Automate task management, track customer feedback, and upsell a variety of services.

Les Bulles De Paris was searching for a solution that would fit seamlessly into their workflow and enable them to manage the entire guest experience from end-to-end - including automating tasks, tracking customer feedback, and upselling various services.

- **Automatically upsell additional offerings:**

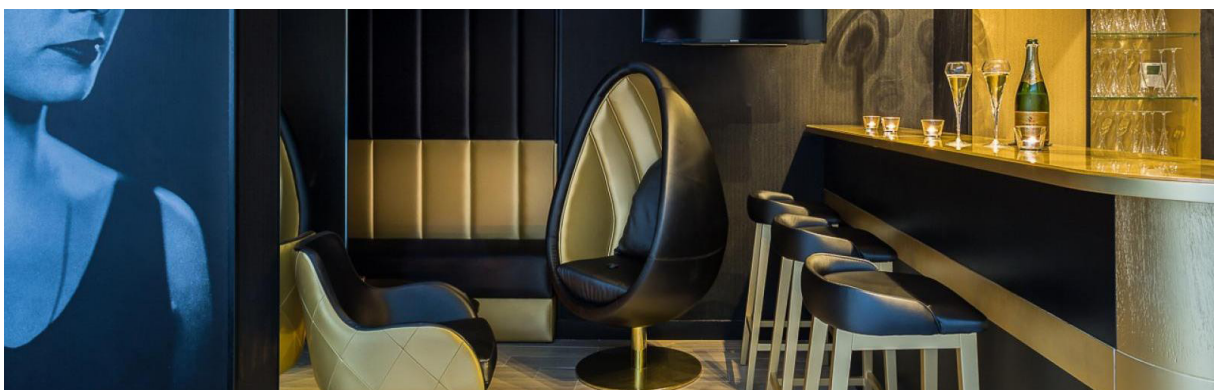
Their team wanted to create an automatic system for upselling additional services in order to generate extra revenue. These services included lovebird boxes, balloons, champagne bottles, and other packages to be waiting in the guests' rooms for special occasions.

- **Reduce workload on front-office:**

With 100% occupancy, they required a way in which guests could easily access information, helping the workload on the reception to be reduced. Additionally, they wanted to be able to track all tasks being done by the cleaning team to ensure that the relevant tasks were being completed by the relevant staff members.

- **Collect guest feedback:**

Collecting guest feedback was essential for Les Bulles De Paris both in order to maintain high ratings on OTA sites, and to guarantee that they were meeting requirements for annual property classification; the annual classification tests that the hotel undergoes requires actively collecting guest feedback to ensure that they can maintain their 4-star rating.



# The results

Almost immediately after rolling out, Les Bulles Des Paris was able to provide their guests with a full end-to-end guest experience solution, from allowing them to check-in online before their arrival, to creating a seamless communication center for guests to communicate with staff, and all the way to allowing them to easily purchase additional services from their web-based Guest App.

- By utilizing Duve's online check-in, Les Bulles De Paris was able to gather valuable information from guests, including their real email addresses, phone numbers, and ID documents, effectively enhancing their guest profiles.
- Les Bulles De Paris was able to automatically sell early check-ins and late check-outs with minimal effort from their staff. Additionally, they offered guests to purchase special occasion packages straight from the Guest App and saw significant revenue boosts from these additional sales.
- By implementing Duve's automated messaging tools, the staff at Les Bulles De Paris saw a significant reduction in time spent on communication. In 2022 alone, more than 10.5k automated messages were sent, including fully customized confirmation emails that aligned with the hotel's brand and pre-scheduled messages promoting upsell offerings. Furthermore, guests were able to communicate with staff in up to 16 different languages, further streamlining the communication process.
- They were able to efficiently manage tasks - from assigning individuals to specific tasks and all the way to specifying what exactly needs to be done. With Duve's Guest App, they were also able to digitally provide guests with all the information they needed during their stay.
- Guests aren't always comfortable to share their honest feedback in-person, however with Duve's digital check-out, Les Bulles De Paris is able to collect feedback from guests before they've left the hotel, and potentially save

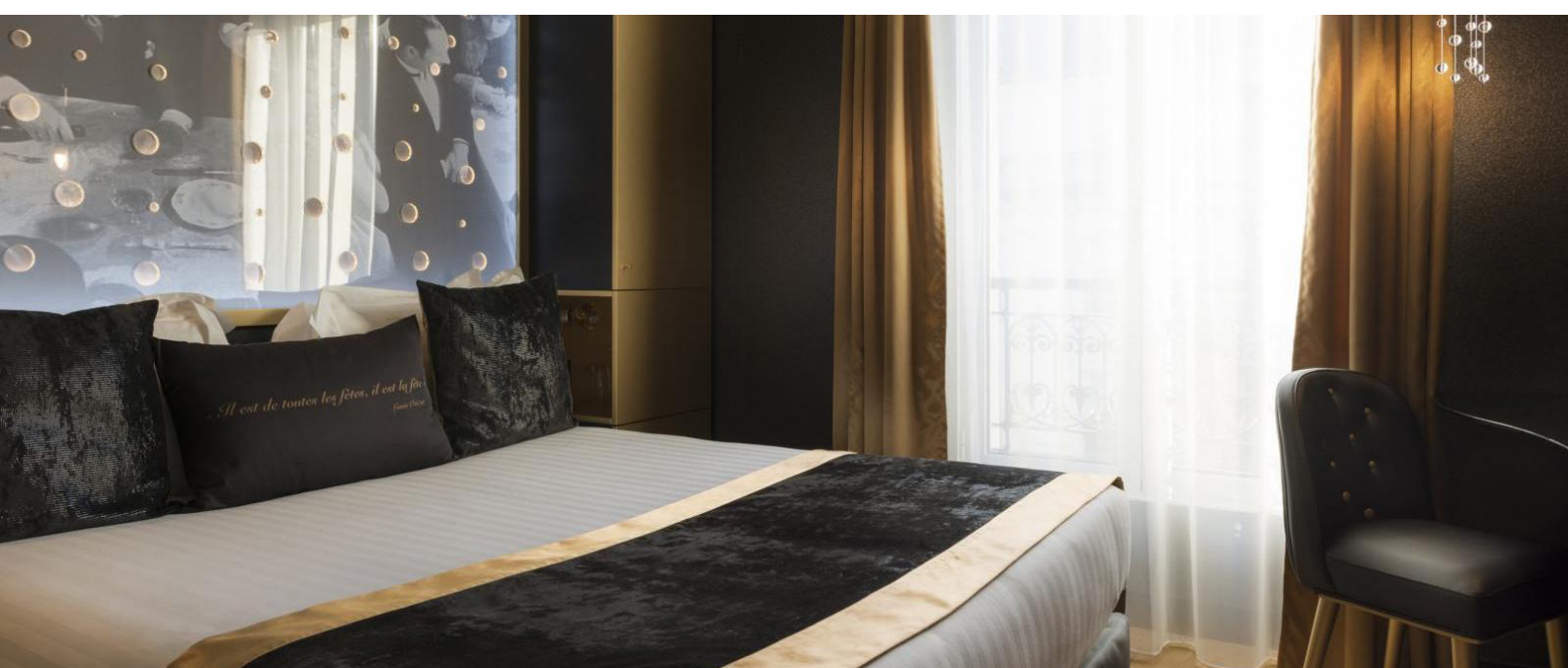
themselves a poor review on OTA sites. They've also leveraged Duve's digital check-out to help them meet a requirement of collecting guest feedback before check-out in order to maintain their 4-star ratings in the annual property classification

*“Before using Duve, we needed many different partners, but now we can depend only on Duve as a full end-to-end guest experience solution. The product is great, and the support we are receiving is amazing. Plus we are able to sell many early check-ins and late check-outs through Duve with very minimal effort from our side. Duve really helps us manage the full guest experience lifecycle.”*

— Julie Noiraud, Front Office Manager

David Mezuman, CEO at Duve:

“We are excited to continue expanding our presence in France, and are honored that Les Bulles de Paris chose to trust Duve as a partner from the early stages of our expansion into the French market. We’re proud to see that with Duve, Les Bulles De Paris is able to better understand and serve the needs of their guests. We look forward to continually serving the needs of our customers such as Les Bulles De Paris and bringing value to the future of hospitality.”





## About Duve

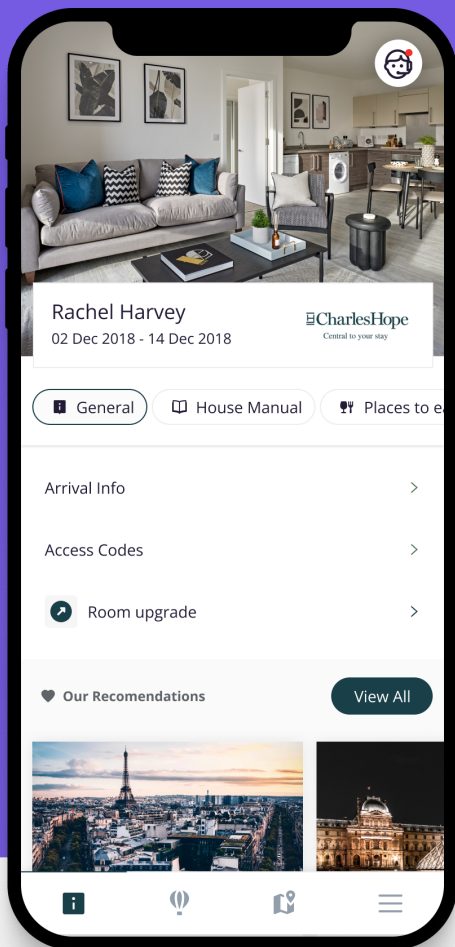
Duve is revolutionizing guest experience by offering a truly personalized guest experience suite. Duve helps hoteliers create a tailored and digital journey for each and every guest - from online check-in flows that meet the exact needs of each guest, to a web-based guest app with relevant content in 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.

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## About Les Bulles De Paris

Inspired by champagne, Hotel Les Bulles De Paris is set in the heart of Paris' Latin Quarter, between Notre Dame and the Pantheon, not far from Luxembourg Gardens. At Les Bulles De Paris you can enjoy champagne from around France as well as the hotel's exclusive champagne. Renowned cafes and popular spots for lunch are available in the surrounding area. The hotel is also conveniently located for shopping in the Marais district and Boulevard Saint Germain, and the historic department store, Le Bon Marché.

# Duve products used by Les Bulles De Paris



- ✓ Automated confirmation emails
- ✓ Online check-in
- ✓ Communication hub
- ✓ Guest app
- ✓ Upsells
- ✓ Digital spots
- ✓ Online check-out

## 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](http://www.duve.com)