



How Domaine de Biar Uses Duve to Automate Guest Communications and Yield 143% ROI

Domaine de Biar, an elegant 18th-century property transformed into a luxurious 4-star hotel, offers guests a unique getaway experience surrounded by acres of nature. When Domaine de Biar learned about Duve's offering, they immediately saw the potential of Duve to elevate their guest experiences and streamline operations. In this case study, we explore how Domaine de Biar leveraged Duve to achieve exceptional results in ROI, operational efficiency, and guest satisfaction.





Key Challenges

- **Manual communications with guests:**

Before adopting Duve, Domaine de Biar relied on manual communication processes for pre-arrival and post-departure interactions with guests. This approach became increasingly inefficient, requiring significant time and effort to manually input and send reservation-related information to guests on a daily basis.

- **Limited upselling opportunities:**

The property sought to maximize revenue by offering add-on services like breakfast, early check-in, massages, and late check-out. However, there were no effective tools in place to promote these services to guests.

- **Operational Efficiency:**

With the property's expansion, the management of guest interactions and requests became progressively complex. It became clear that a unified platform was essential to streamline operations. Additionally, managing multi-channel guest communications posed challenges, as there was no centralized hub to track conversations from various channels. Manually logging phone numbers after each interaction with guests added to the inefficiency of the process.



Duve's Solution

Domaine de Biar implemented Duve to address multiple challenges related to their guest experience and operations. Duve's communication tools enabled the property to automate guest interactions, including pre-arrival reminders and post-stay follow-ups. The guest app provided an intuitive platform for guests to access information and purchase add-on services. Additionally, Duve seamlessly integrated with SaltoPro Access mobile keys, enhancing convenience for late arrivals.

Results Achieved with Duve:

- **Efficient Guest Communication:** Duve consolidated all guest communications within one platform, eliminating the need for tracking phone numbers or juggling multiple channels. This enhanced efficiency and ensured that guests received prompt and consistent responses. Additionally, guests could easily access information about the property's amenities and services, through QR codes placed in rooms that would lead them to their personalized guest app. Last, Domaine de Biar were also able to encourage more direct bookings for return guests by creating an automated email with a promo code offered to guests after they've left the property.
- **Exceptional ROI:** Domaine de Biar achieved an impressive average monthly ROI of 143%, thanks to the streamlined upselling process. Pre-check-in emails invited guests to explore and purchase add-on services, leading to increased revenue.
- **Improved operations:** With Duve Domaine de Biar is able to prepare well in advance for late arrivals. Since their reception closes at 10pm, they use the integration of SaltoPro Access mobile keys through Duve to allow late arrivals to easily access the property and their rooms.





Francesca Schiraldi, Development Manager at Domaine de Biar, shared her feedback:

“When I heard about Duve for the first time, I thought to myself ‘Oh my gosh, YES!’ I’m really happy about Duve and all its functionalities, they get a 5/5 rating from me. The three most interesting functionalities for us are the automated communications with guests, the guest app, and of course, the upsells which help us provide an even better experience for our guests.”

Conclusion

Domaine de Biar's partnership with Duve resulted in remarkable improvements in guest experiences and revenue generation. With a positive ROI generated, efficient guest communication, and enhanced guest engagement, Duve has proven to be a valuable asset for the property. As Domaine de Biar continues to provide an elegant getaway surrounded by nature, Duve remains an essential tool for delivering exceptional service and driving revenue growth.

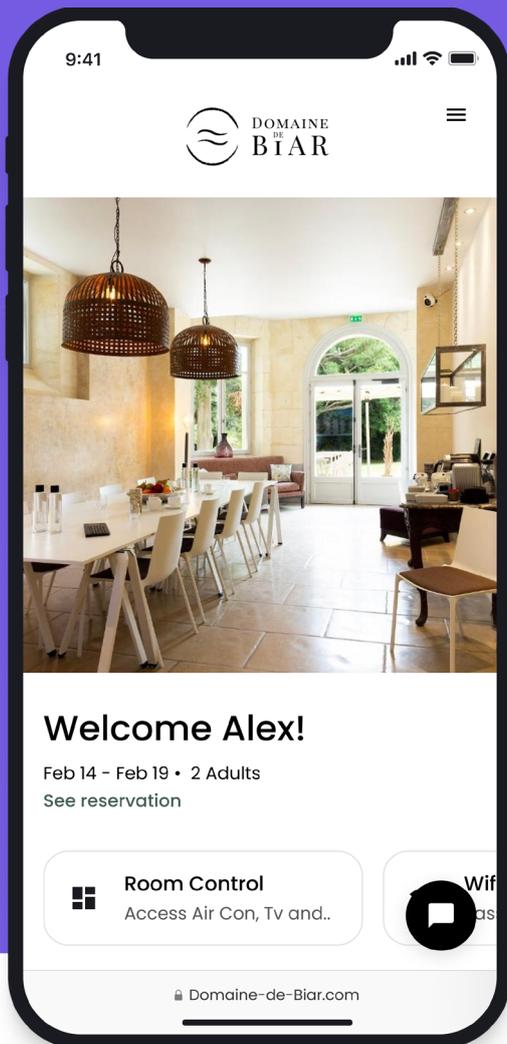




About Duve

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 Domaine de Biar



- ✓ Online check-in
- ✓ Scheduled messages
- ✓ Communication hub
- ✓ Guest app
- ✓ Upsells
- ✓ Digital check-out

Don't settle for less. Get Duve Now!

With Duve's online check-in, over 83% of guests complete the check-in process before arrival – leaving your staff time to give each guest a truly personal experience.

[Book a demo](#)

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