



Elevating the 4-Star Experience
at Hotel Le Six with 206% ROI
Generated Through Duve

Hotel Le Six, an elegant 4-star hotel in Paris and one of the 3 hotels owned by Les Maisons de Georges, embraced Duve to revolutionize their guest experience. At the end of 2022, Hotel Le Six integrated Duve into its operations. This case study illustrates how Duve helped Hotel Le Six simplify reception workflows and elevate the guest experience.



HÔTEL & SPA





Key Challenges

- **Simplifying reception workflows:**

Hotel Le Six sought to ease the workload at reception, making information more accessible and managing reservations efficiently.

- **Optimizing guest communication:**

Finding the right balance in guest communication was key. Hosting an international clientele with guests arriving from all around the globe, Hotel Le Six not only needed to offer multilingual support, but also needed to find the accurate way to deliver essential information without overwhelming guests with too many communications.

- **Enhancing guest experiences and upselling:**

Hotel Le Six wanted to achieve high levels of guest experiences and increased revenues by seamlessly offering the add-on services they offer at their hotel such as transportation, early check-in, and massages.



Duve's Solution

By seamlessly integrating with the hotel's PMS (Medialog), Hotel Le Six was able to roll out Duve in order to streamline reception tasks, facilitate communication with guests, and drive higher revenues through automated upselling.

Results Achieved with Duve:

- **Streamlined reception workflow:** The integration of Duve and Medialog PMS has revolutionized the reception workflow at Hotel Le Six. This seamless collaboration automates numerous reception duties, empowering staff to dedicate more attention to personal guest interactions. The efficient two-way integration between Duve and Medialog ensures a flexible exchange of reservation information, creating a robust and efficient process. As

reservations are logged in Medialog, they are immediately synchronized with Duve, initiating a tailored guest experience journey within Duve. Once guests engage in Duve's online check-in, their information, including preferences and requests, is directly updated in Medialog's PMS. This process not only streamlines operations but also results in the creation of enriched guest profiles, enabling Hotel Le Six to offer a more personalized and attentive service.

- **Balanced and effective communication with guests:** With Duve, Hotel Le Six achieved the perfect balance in guest communication, ensuring information delivered was efficient yet non-intrusive. Hotel Le Six has been communicating with guests in 18 languages through Duve's guest app and communication tools. This multi-lingual support will continue to facilitate guest communication in light of the upcoming Paris Olympics Games as Hotel Le Six plans to utilize Duve for guest information regarding transportation. Hotel Le Six also plans to use Duve's scheduled messages in order to tailor messages to different guest groups arriving during the Olympics.
- **Improved upselling processes:** Duve facilitated effective upselling, providing guests with personalized service options and increasing hotel revenue. By implementing upsells throughout the guest journey, Hotel Le Six has noted that 28% of guests that complete online check-in through Duve have requested to purchase an add-on service, leading Hotel Le Six to a 206% ROI.





Pauline Larrouy, General Manager, at Hotel Le Six shared:

“From the moment we discovered Duve, we’ve been having a great experience, largely in part to our excellent Customer Success Manager, Bruno. The flexibility of Duve’s platform allows us to adapt to changes and adjust our guest journey, independently, when needed. Most importantly, Duve helps us streamline our reception work, allowing our team to devote more time to personal interactions with our guests, which is invaluable for enhancing their overall experience.”

Conclusion

Hotel Le Six's integration of Duve has significantly improved their operational efficiency and guest experience, showcasing Duve as an essential tool in the innovation of the hotel.

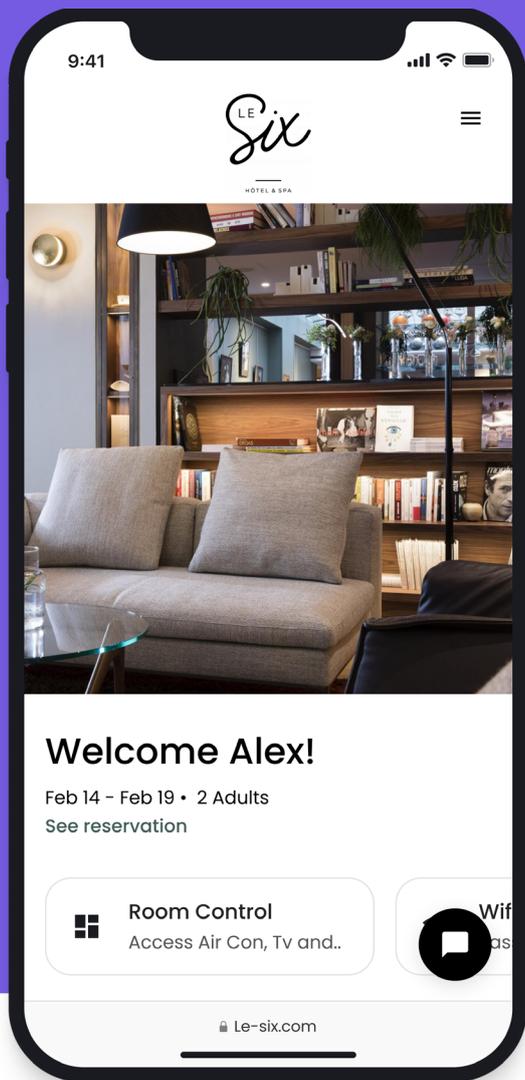




About Duve

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 Hotel Le Six



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

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](#)

www.duve.com