



Welcome! My name's Presi.

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Business Development
Associate @ Clock PMS+



Join the Session



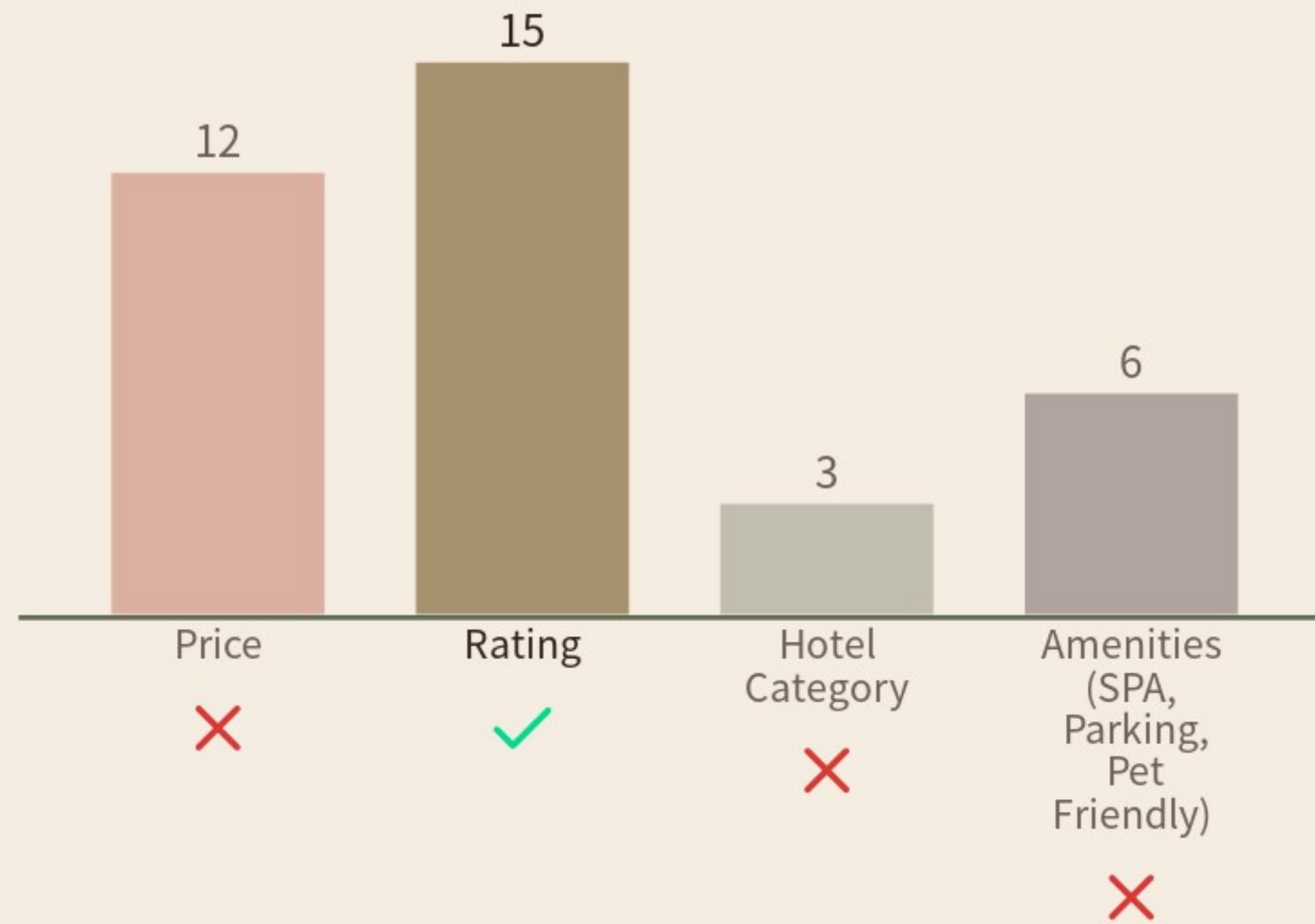
How do you feel?



Today's topics

- Increased staff productivity
- Streamlined guest journey
- Automated payment collection

Can you guess what is the most used filter by the users when searching for a hotel in Expedia?



Guest expectations? Higher than ever.

“In 72% of cases, travelers will choose a hotel with a higher guest review score over one with a brand name or a lower price.” - Expedia



THE WORD "FLAMINGO" COMES
FROM LATIN AND SPANISH FOR "BRIGHT".
FLAMINGOS CAN FILTER FEED IN
FOR SEVERAL HOURS A DAY. THEY
MONOGAMOUS BIRDS. THE FEMALE
ONLY LAYS A SINGLE EGG EACH YEAR.
MEANS IT CAN OFTEN TAKE 5 YEARS
FOR THEIR POPULATION TO GROW.

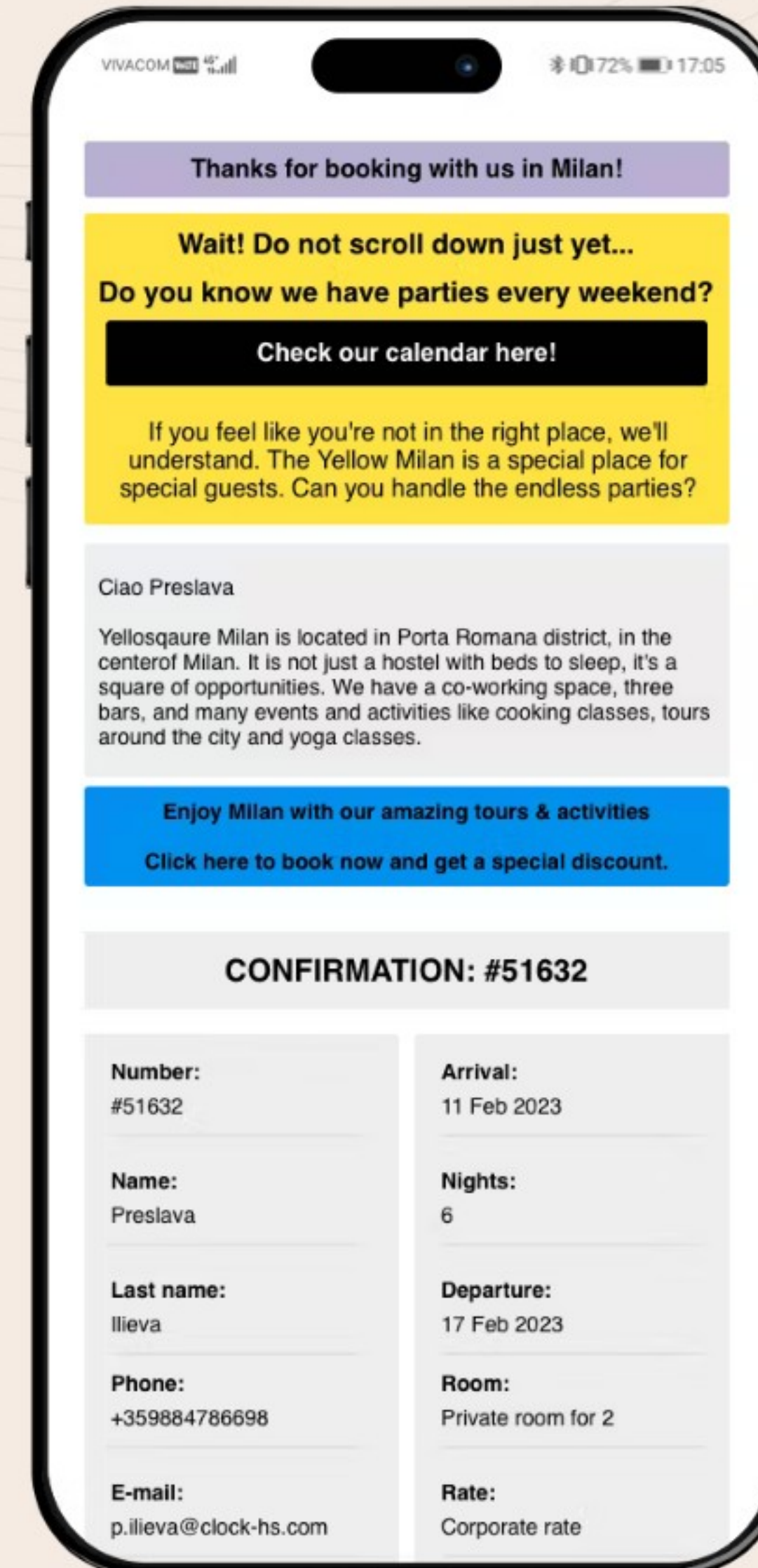
"Stand tall, Stand out" (Flamingo)

Not an ordinary hostel

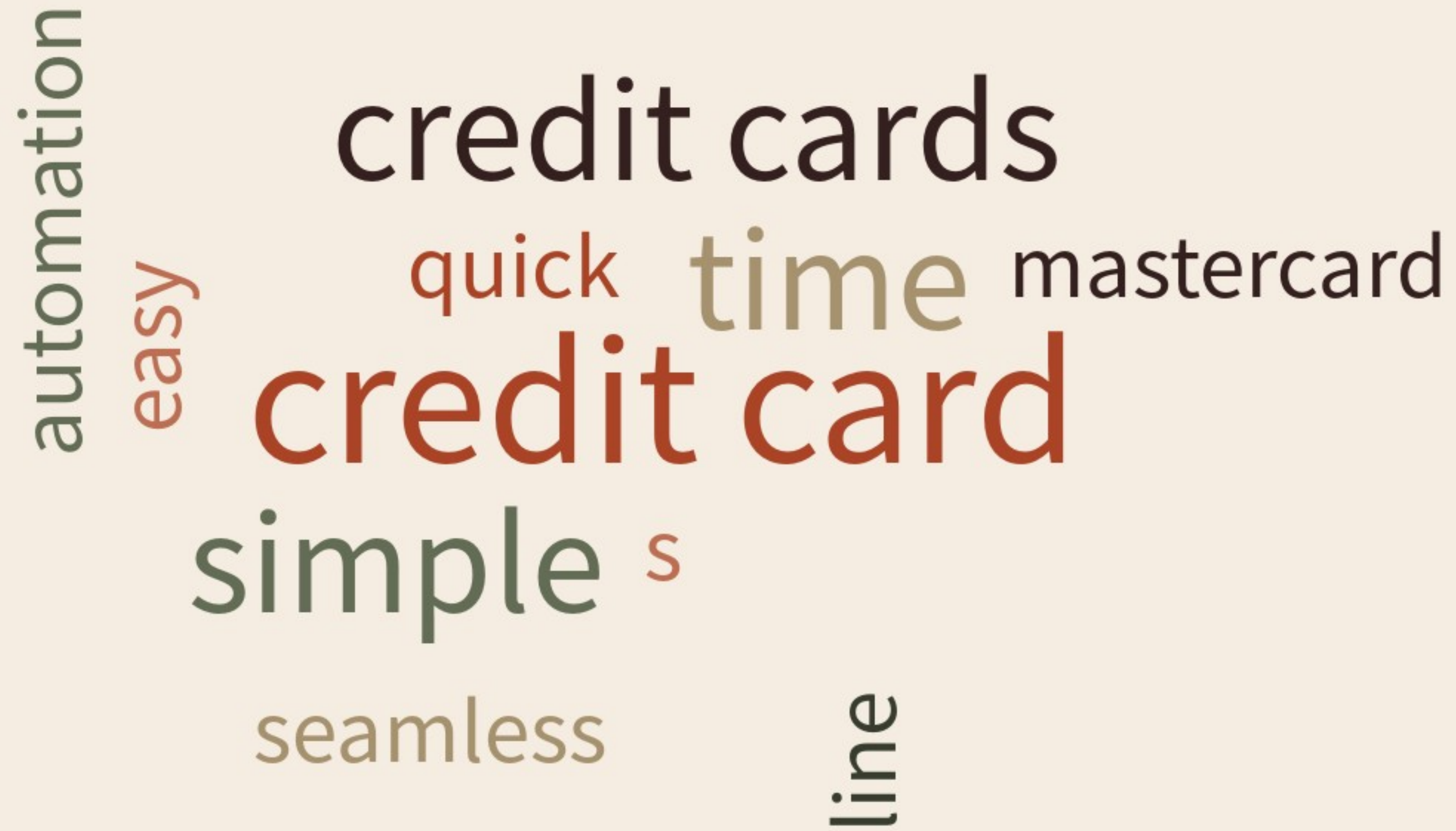
- Travellers and party lovers
- Tour & Experience
- Work & Meet

The message

- Travellers and party lovers
- Tour & Experience
- Work & Meet



Payments processing: What is the first thing that comes to your mind?
16 responses



Payment processing

There lies a significant opportunity, and equally, a missed chance for those yet to transition to next-generation hotel solutions, in automating routine transactions. This includes processes like collecting deposits, handling cancellations, or processing final payments, as well as automating revenue management, online distribution, and guest communications throughout their journey.

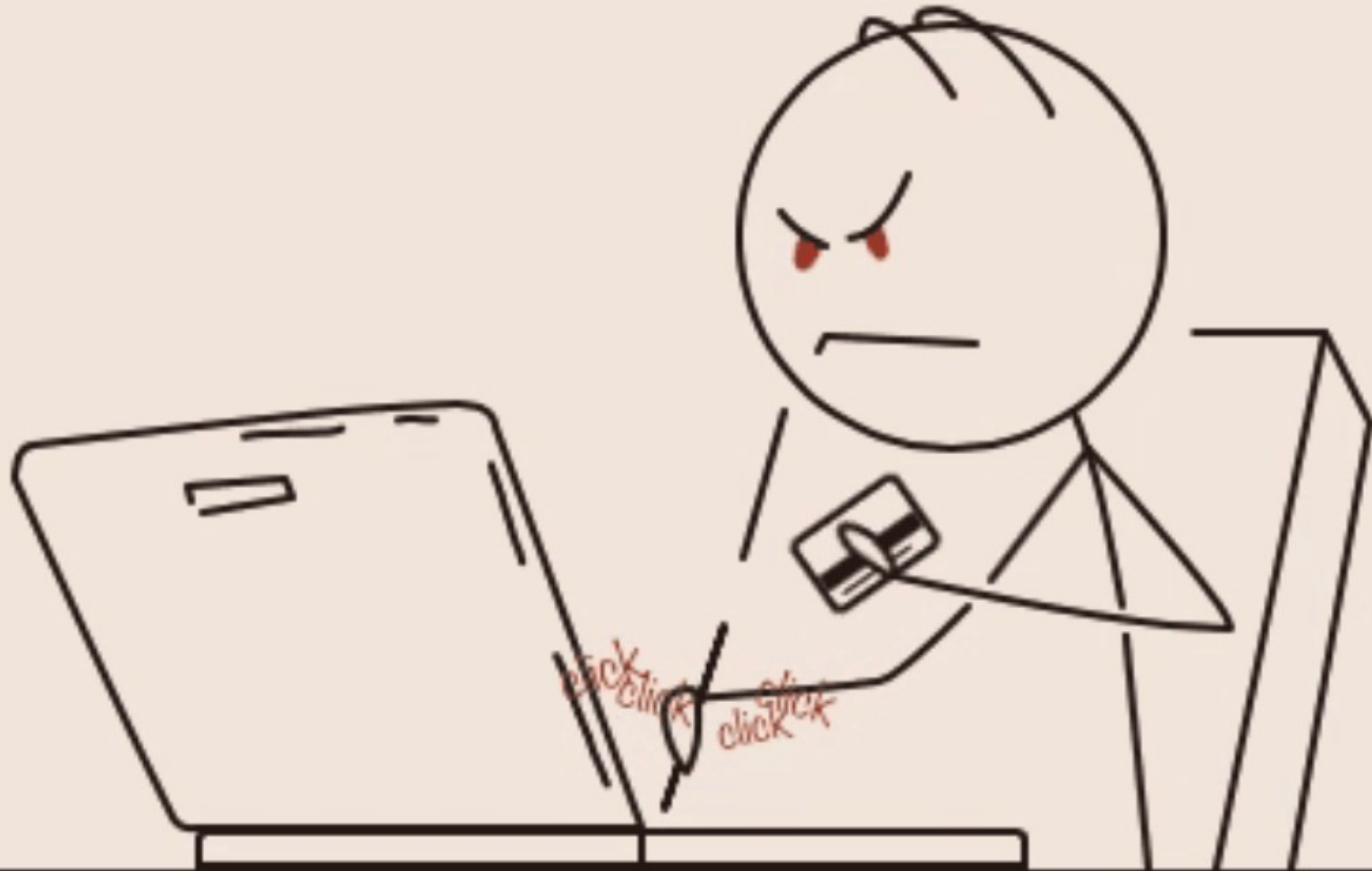
Automating these tasks frees up human resources, allowing for more meaningful interactions between hotel staff and guests. Why should valuable staff time be consumed by tasks that can efficiently be managed through automated workflows?

RECEPTION



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INVALID
INVALID



Familiar?



Technology alone is not enough

– Steve Jobs

Humanizing Hotel Technology

Our aim is to encourage hoteliers to view technology not as an isolated entity that demands attention, but as a tool designed exclusively to support and enhance human interactions. Then the rest is not so hard - just dare to want it and you will surely get there with the help of the modern-day hotel solutions.

Let's connect!

→ [Preslava Ilieva](#)

