



Today's Hotel Guests Are Very Demanding... Fortunately, Demands Are Our Specialty!

"When we went on our last family vacation we received a Personal Concierge when we checked into our hotel. They helped us with everything from finding a stroller to getting us Sea World tickets to helping us with driving directions back to the hotel when we were lost. We even used it again when we got back home.

You Made Our Trip Great!"



Services Include:

Driving Directions

Traffic Conditions

Weather

Dining Reservations

Price Comparisons

Ticket Procurement

Phone Numbers/Addresses

Personal Shopping

Travel Arrangements

Reminder Service

Entertainment

Business Service

News/Sports Info

Stock Quotes



In today's highly competitive hospitality industry, the overall experience guests have during their trip and the levels of service they receive from your hotel directly affect their brand loyalty. The normal amenities that hotels use to attract and retain guests are becoming more of an expectation. Guests are demanding more to earn their loyalty!

Maestro Personal Concierge allows hotels to extend their hospitality and brand to their guests no matter where they are; especially when they are away from your hotel and even when they return home. The "WOW" factor that callers experience by having a full time 24/7/365 personal concierge handling a wide array of tasks, even when they are not traveling, builds incredible brand perception and daily top-of-mind awareness.

All personal concierge programs are completely customized to your specifications. Not only do our highly-skilled assistants address every caller by name using our proprietary caller ID technology, we also answer them with your customized greeting and conclude each call with a closing of your choice. Your guests will experience unparalleled customer service with every call...**ALL IN YOUR NAME!**

Programs Are Designed To Accommodate Any Budget and Can Be Distributed and Registered Through Multiple Means



Email Invitations or
In Your
Confirmation Email



Completely
Customized VIP Cards
Can Be Used As Key Cards



Customized
Tent Cards

"Hello Mr. Wilson,
Thank you for calling
{YOUR HOTEL NAME}
Personal Concierge. This is
Amanda. How may I assist you?"



Hotel Personal Concierge Distribution Through In-Room Tent Cards

Front



Back



In-Room Tent Cards Are Completely Customized
To Your Specifications and Can Be
Placed Anywhere in the Room

Tent Cards Can Have a
Perforated Punch-out Card To Take Along or
They Could Have Removable Plastic CR80 Card

Inside of Card



We can help arrange co-op programs with corporate sponsors who will share the costs of the printing and service. Their logo can be placed on any of the printed collateral as well as being a part of the greeting when customers call.

VIP



Front of Card

(cards are customized)

Tent cards can be printed with a perforated punch-out card that guests can take along. For a more VIP look and feel, we can insert a plastic CR80 credit card.

Hotel Personal Concierge Distribution Through VIP Cards At Check-In

Front



VIP Cards Can Be Customized To Your Specifications

Back



The Back of the Cards Can Detail Whatever Service You Want to Relay to Your Guests



We can help arrange co-op programs with corporate sponsors who will share the costs of the printing and service. Their logo can be placed on any of the printed collateral as well as being a part of the greeting when customers call.

ACTIVATE YOUR PERSONAL CONCIERGE CARD TO GET HELP WITH

888.VIP.1411

Phone Numbers/Addresses	Price Comparisons	Reminder Service
Driving Directions	Ticket Procurement	Entertainment
Traffic Conditions	Business Services	Shopping Help
Weather Forecasts	Tee Times	News/Sports Info
Dining Reservations	Travel Arrangements	Stock Quotes

ANYTHING, ANYTIME, ANYWHERE

Magnetic Stripe to Access Room

Call 888-847-1411 and follow the activation instructions

Account Number: 1 2 3 4 5 6 7 8 9 0 1 2

Control Number: 1 2 3 4 5 6

The VIP card can also be used as a room key card that incorporates a magnetic stripe

Hotel Personal Concierge Distribution Through Confirmation Emails



[Fwd: Hyatt Regency Dearborn Confirmation - John Smith - 6318783]

Subject: [Fwd: Hyatt Regency Dearborn Confirmation - John Smith - 6318783]
From: "Hyatt E-Concierge" <Concierge@HyattE-Concierge.com>
Date: Wed, 30 Apr 2008 20:06:02 -0500
To: John@maestros.com

Greetings from Hyatt Regency Dearborn,

We look forward to your visit to Hyatt Regency Dearborn, arriving on Wednesday, April 2, 2008, departing on Saturday, April 5, 2008.

Your confirmation number is 6318783. For details about your reservation, please see the information below.

For being part of Hyatt's Gold Passport Club, you have received complimentary use of our 24/7/365 Personal Concierge Service. Our Personal Concierge will take care of anything you need no matter where you are! Simply call your Personal Concierge directly from your cell phone and experience all the wonderful services we will provide you. To activate your service, please click go to www.MyHyattConcierge.com

We are excited about your upcoming visit and look forward to creating a memorable experience for you.

We are delighted that you have chosen to stay with us and look forward to your Wednesday, April 2, 2008 arrival.

Warm regards,

Arif Hashimi
General Manager
Hyatt Regency Dearborn
313-593-1234

Maestro will include a link inviting guests to participate in the complimentary personal concierge service. All that the guests need to do is click on the link and enter their cell phone number.

As a valuable Hyatt guest, you will also receive a 7 day arrival reminder notice. If you wish to unsubscribe from receiving reminder e-mails for confirmed reservations, please visit http://hyatte-concierge.com/OptOut/OptOut.asp?HC=DTTRD&LCNumber=6318783_1.

RESERVATION DETAILS
Confirmation Number: 6318783

Hotels can elect to have an automatic text message sent to the guests phone once a phone number has been registered.



HOTEL VIP

Travel Arrangements



Appointments/Reminders



Sight Seeing/Tourist Info



Restaurant/Nightlife Info



Personal Services



General Trivia



Weather Forecasts



Driving Directions



Phone Numbers & Addresses



With Maestro's Hotel VIP Personal Concierge,
You Are Always Just One Call Away From Getting
Anything, Anytime, Anywhere