



SAMPLE MONTHLY REPORT

What your guests asked for

Hotel XXX Amsterdam · Monthly guest report

Sample report. Built from real guest conversations in our Amsterdam pilot. We removed every property name and guest identity. Your own report covers your property only, at your own volume.

AT A GLANCE

141 guests asked Twovel what to do next

141

guests talked to Twovel
from 34 countries

4 in 10

**conversations came before
08:00 or after 18:00**
questions run from 07:00 to past 23:00

Sunday

busiest day of the week
half of all conversations fall Friday to
Sunday

2 min

**median wait for
recommendations**
8 in 10 inside five minutes

5 in 10

**conversations with
recommendations ended in a
tap**
a tap opens the map or booking link

4 in 10

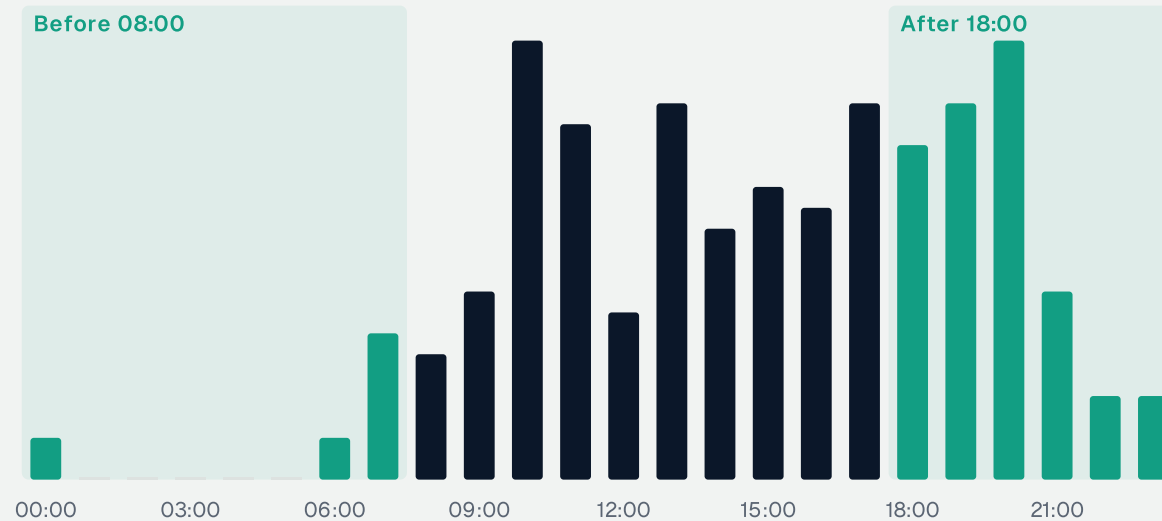
wanted food or drink
another 4 in 10 wanted something local
and different

Read this as guest demand, not revenue. A tap means a guest opened the map or booking link we sent. These are sample figures from our Amsterdam pilot, shown to put every section of the report in front of you. Your report covers your property only, month by month, and from your second month each figure sits next to your previous month.

TIMING

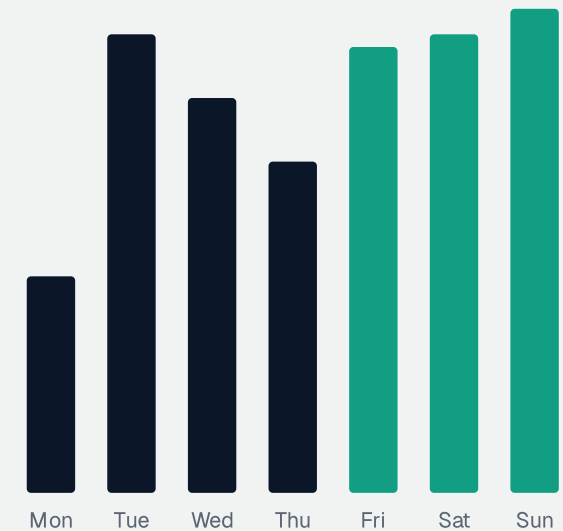
Guests ask from breakfast until late

By hour of day



Two peaks: 10:00 and 20:00.

By day of week



Sunday leads. Monday is the quietest day.

What this means for your team: 4 in 10 questions arrive before 08:00 or after 18:00. Twovel answers in those hours without taking anyone away from the desk.

What guests typed, lightly cleaned for typos

“Where should I go for
breakfast tomorrow?
Traditional Amsterdam”

BREAKFAST

“Every day limited 80 euro
including hotel fee, what can I
do?”

BUDGET

“Food that's good but
affordable”

BUDGET

“Are there any concerts or
dance shows going on
tonight?”

EVENING

“I'm looking for a quiz night in
English nearby”

EVENING

“Place to watch the football
game today”

EVENING

“Any day trip recommendations
to go by ourselves instead of
with a tour?”

DAY TRIPS

“I am alone, so please take
safety into consideration”

SOLO

“Stroller friendly and flexible,
but only on foot”

FAMILIES

Guests put a budget, a distance, a mood and their company into one line of text.

What guests wanted, next to what you sell

Each month ends with the requests guests made. Check each one against what your hotel already offers, sells or partners on.

1 Breakfast, planned the night before

Guests asked for traditional Amsterdam breakfast, egg dishes, and healthy bowls within a 25 minute walk.

2 Budgets with a number attached

Guests typed their limits: 80 euro a day including the hotel, max 25 euro, something basic in pricing.

3 Something on tonight

Concerts, dance shows, an English quiz night, a place to watch the football. Each question has a new answer every day.

4 Day trips without a coach tour

Bruges, Zaanse Schans, the windmills. Guests want to leave the city on their own terms.

5 Meeting other people

More than half of guests who named their company travel solo. Some asked outright for a way to meet others.

Guests use the same chat to ask about the hotel

Questions about the property, unprompted

“Could you please tell me the Wi-Fi password for [the hotel]?”

“Where can I store bags near [the hotel]?”

“Do you hold parties here? Or meetups?” translated from Spanish

“Is there a pharmacy nearby?”

Today Twovel answers city questions. These requests show where guests expect the hotel itself to answer.

Why it matters

- The chat already carries questions about the property
- Only your hotel holds the answers to these questions
- Your monthly report lists them, so you see which answers guests look for

Your desk's best tips should outlast the shift

“What was the place you just recommended me at the reception?”

A guest, messaging Twovel minutes after check-in

01

Your team names its favourites

The places your staff already send guests to. A list over coffee is enough. No forms, no logins.

02

We add them to your pool

We check hours and location, then match each pick to the guest's moment: time, weather, budget, distance.

03

Guests get them any hour

At 22:30, mid check-in rush, or in a language the shift does not speak, your team's picks keep working.

Twovel does not replace your front desk. It carries your desk's knowledge into the hours and languages your rota does not cover. Your people stay the face of the hotel.

What we count, and what we do not claim

We count

Conversations that reached recommendations **5 in 10**

Of those, conversations that ended in a tap **5 in 10**

Recommendations delivered inside five minutes **8 in 10**

Guests who came back on a later day **1 in 7**

Booking-link taps **Tracked since late August**

Half of conversations ended before a recommendation, often after the first greeting. We report that openly, and we are shortening the path to the first answer.

We do not claim

✗ Visits or bookings caused by Twovel

✗ Revenue for your hotel or its partners

✗ Any change in your review scores

✗ That a venue is good. We verify it exists and its opening hours.

When booking attribution goes live, it appears on this page, and not before.



Fifteen minutes, on your own street

We run the guest experience end to end from your address, with your guest mix. You tell us whether the answers match the ones your team would give.

Your report, only yours.

No property sees another property's numbers.

No guest identities.

We store phone numbers as keyed hashes and share no names.

Monthly, by email.

Ten minutes to read, and easy to forward to an owner.

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Sample figures from our Amsterdam pilot. Your report shows your property's own volume.