twovel

Sample monthly report

What your guests asked for

Your hotel, Amsterdam

219 guest conversations

Amsterdam pilot

Identities and property details removed

Every Twovel partner receives this report for their own property, every month.

— At a glance

What 219 guest conversations told us

219

guest conversations

Amsterdam pilot

38%

of questions arrive before 08:00 or after 18:00

outside desk hours

Sunday

busiest day of the week

50% fall Friday to Sunday

10:00 & 20:00

the two busiest hours

the second after the desk closes

Nightlife & budget

two requests your hotel acts on

a bar partner · a cheap-eats list

6

languages guests wrote in

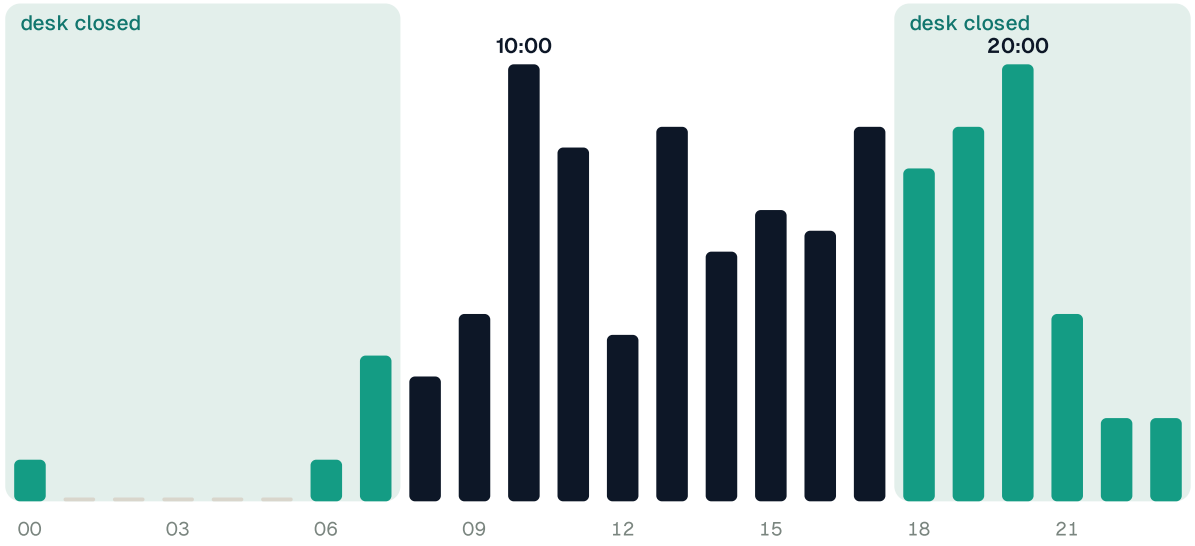
Twovel replies in theirs

- **Guest demand, not revenue.** From month two, every figure sits next to your previous month.

— Timing

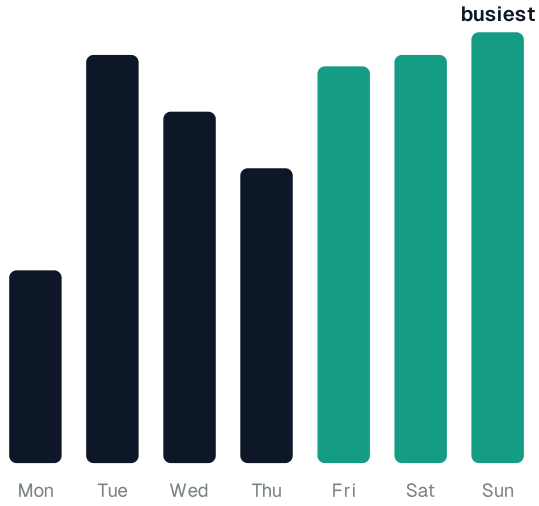
Guests ask from breakfast until late

By hour of day



Two equal peaks: **10:00** and **20:00**

By day of week



Sunday leads · **Monday** is quietest

38% **of questions arrive before 08:00 or after 18:00.**
Twovel answers them without taking anyone away from the desk.

What moves your numbers

Every report ends with one or two actions for your team. In a quiet month, this page opens the report.

01

Where guests found Twovel

Scans by card: rooms, reception, bar.

rooms · reception · bar

02

One action for the month

Drawn from your own figures.

Example from this sample

Guests ask most at **20:00**, after the day team leaves. Brief the evening shift to mention Twovel at check-in.

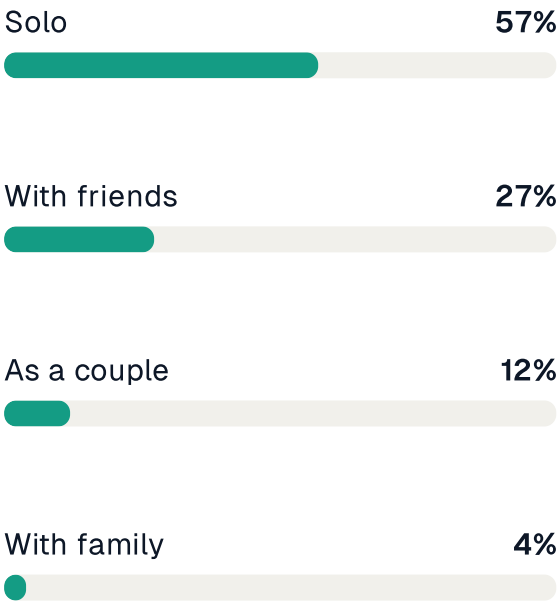
03

The result, next month

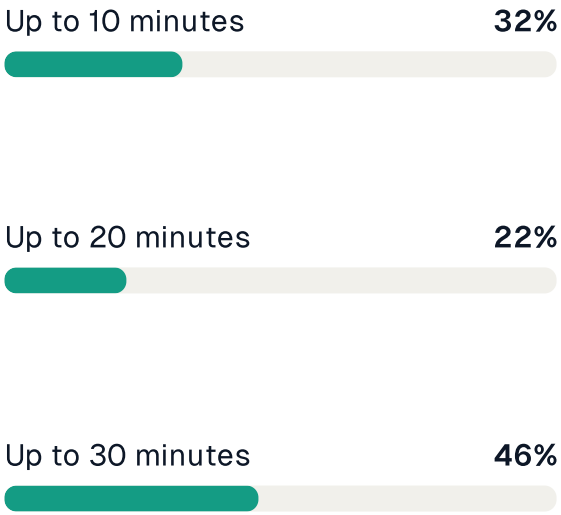
Your next report shows whether the action moved the figure, next to the month before.

Who your guests are

Travelling as

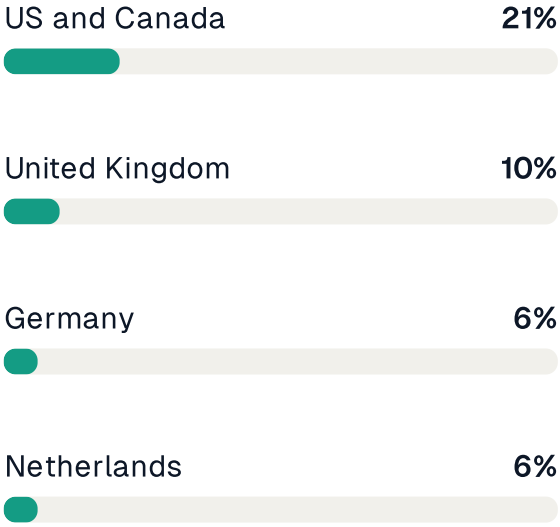


How far they walk



Where they come from

34 countries



46% **up to 30 minutes, for the right place.**
Of conversations where guests said how far they'd walk.

Share of conversations where guests said it. Around half leave company and distance unsaid. Countries from the phone prefix.

In their own words

What guests typed

“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

Budget, distance, mood and company, in one line of text. Typos fixed, nothing else.

What guests wanted, next to what you sell

Check each one against what your hotel offers, sells or partners on.

1 Budgets with a number attached

- “80 euro a day including the hotel”
- “max 25 euro”
- “something basic in pricing”

2 Evenings and nightlife

- “concerts or dance shows tonight”
- “quiz night in English”
- “watch the football”
- “nightlife from 9pm”

3 Breakfast, planned the night before

- “traditional Amsterdam”
- “egg dishes”
- “healthy bowls, 25 minutes' walk”

4 Day trips without a coach tour

- “Bruges”
- “Zaanse Schans”
- “the windmills”
- “by ourselves, not a tour”

Twovel answers your hotel's questions too

Guests already ask, 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

You choose what Twovel answers

- Wi-Fi password
- Check-out time
- Luggage storage
- Breakfast hours
- Laundry
- Late arrival
- Parking
- Your bar and restaurant

Plus the practical city questions

- Nearest pharmacy
- Supermarket
- ATM
- Bike rental

Your answers, any hour, in the guest's language. Fewer calls to the desk.

Twovel
online

Example

What time is breakfast tomorrow?

Breakfast runs **07:00 to 10:30** in the lobby café. Want a spot nearby for later?

and can I leave my bags after check-out?

Yes, reception keeps bags until **18:00** on your last day.

Your desk's best tips, inside every answer

Twovel
online

Example

Where can we eat well nearby? Something local, not touristy

Three spots that fit right now:

[redacted]
Open in Maps →

[redacted]
Open in Maps →

[redacted]
Open in Maps →

From your hotel

Julia at our front desk recommends Restaurant Rufus.
Hand-rolled fresh pasta from an Italian-Albanian family. Her go-to for a first night in Amsterdam.

How it works

1. Your team names its favourite places. A list over coffee is enough.
2. They appear in a separate block, signed by your hotel. They never replace our picks.
3. Your report shows how often guests tapped them.

Other lines your hotel adds

“Guests staying here love this bakery”

“Our team's breakfast pick”

What we count, and how we pick places

We count

53%	of conversations that reached a recommendation ended in a tap
2 min	from hello to recommendations, median, guest's own replies included
14	messages back and forth, median, once a guest asks something
33%	of guests came back for another conversation
Tracked	booking-link taps · commission reporting next

How we pick places

Curated by our team.

- ✓ 50+ Google reviews
- ✓ Opening hours verified
- ✓ No tourist traps, no surprise entry rules
- ✓ Places beyond our list pass rating and review checks

Desk time, in perspective

12 hours

of desk conversation, if each of the 150 longest guest conversations in our pilot had taken 5 minutes at reception.

We do not claim × Visits or bookings caused by Twovel × Revenue for your hotel or its partners × Any change in your review scores

● **Coming soon:** what guests booked through Twovel, and your hotel's share.

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Next step

Fifteen minutes, on your own street

We run Twovel live from your address, with your guest mix. You judge the answers against your team's.

Your report, only yours

No property sees another property's numbers.

GDPR, taken seriously

No guest names or phone numbers in your report. We anonymise guests in our system.

Every month

A private web page and a PDF. Ten minutes to read, a lot to learn.

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