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Strategic partnership between LoungeUp and 1Check: offering hotels and holiday residences a global mobile solution for operation management and guest engagement.

As the digitalisation of hotels is underway, and as this should fundamentally improve the relationship between the hotel and its clients, LoungeUp and 1Check have chosen to combine their offers to propose one unique integrated service for hoteliers who are keen to master high-quality service and enrich the experience of guests during their stay.

This strategic partnership between the two companies allows hoteliers to make the most of the best features of these two solutions, and to offer new services to their guests by seamlessly linking them: one, LoungeUp, focusing on guest experience during the stay, and the other, 1Check, concentrating on the optimisation of the staff's activities and therefore the quality of service during the stay.

For example, a traveller arriving in a hotel is directly informed through the LoungeUp application when their room is ready. They can also make a housekeeping request (such as room cleaning) or report a technical problem (leak or electrical issue). These requests will be automatically sent to the relevant teams through 1Check, whilst keeping the client up to date with its progress.

As Pierre Lafon, Managing Director of 1Check, states, "the value added from 1Check is clear for hoteliers, not only in terms of team productivity thanks to the benefits gained by optimising the processes, but also in terms of service quality by keeping guests up to date with the progress of their orders. The integration with LoungeUp allows information to be transmitted through the application and also facilitates interaction between the guest and the housekeeping and technical services for any supplementary service requests".

Mathieu Pollet, co-founder of LoungeUp, confirms this, "We are convinced that the quality of service offered to guests and the experience which follows are the key factors which enable hoteliers to improve their reputation and direct sales. The combination of LoungeUp to streamline guest relations and 1Check to improve team productivity allows hoteliers to offer a level of availability and quality of service superior to the norm without having to expand their teams."

At a time when the digital solutions offered to hoteliers are numerous yet not always understandable nor connected, the combined 1Check/LoungeUp offer allows a quick and complete response to the totality of needs related to guest management, from their arrival, even beforehand, right up until their departure, thanks to two solutions which are reliable and currently a reference point in their respective domains.



About 1Check



Created in 2012, 1Check, a company creating web and mobile apps, adapted to the problems faced by professionals of accommodation, hotels and holiday resorts. Borne by the expertise of its founder, Virginie Lafon, Housekeeping Manager and winner of the Meilleur Ouvrier de France, 1Check is developing its innovative and practical solutions that directly respond to the needs of hoteliers wishing to improve the productivity of their teams and conditions of work, all whilst increasing the quality of service offered to guests.

www.1check.com

+33 9 50 75 36 26

About LoungeUp



LoungeUp is the first guest engagement mobile platform for the hospitality industry. With LoungeUp, hotels can inform and interact with their guests, directly through their mobile. Further to improving the quality of service for guests, LoungeUp enables an increase in sales of additional services as well as the direct relationship between the hotel and its guests to be established, ensuring direct next stay reservations are favoured and collecting guest data and preferences.

To this day, more than 1000 hotels (from 3 to 5 stars, 10 to 500 rooms) are equipped with the LoungeUp solution, including hotel chains and groups such as Lucien Barrière, Qualys Hotel, Relais du Silence, Inter Hotel, P'tit Dej-Hotel, Best Western France, Choice Hotels, Tiara Hotels&Resorts...

www.loungeup.com

+33 1 84 16 82 20