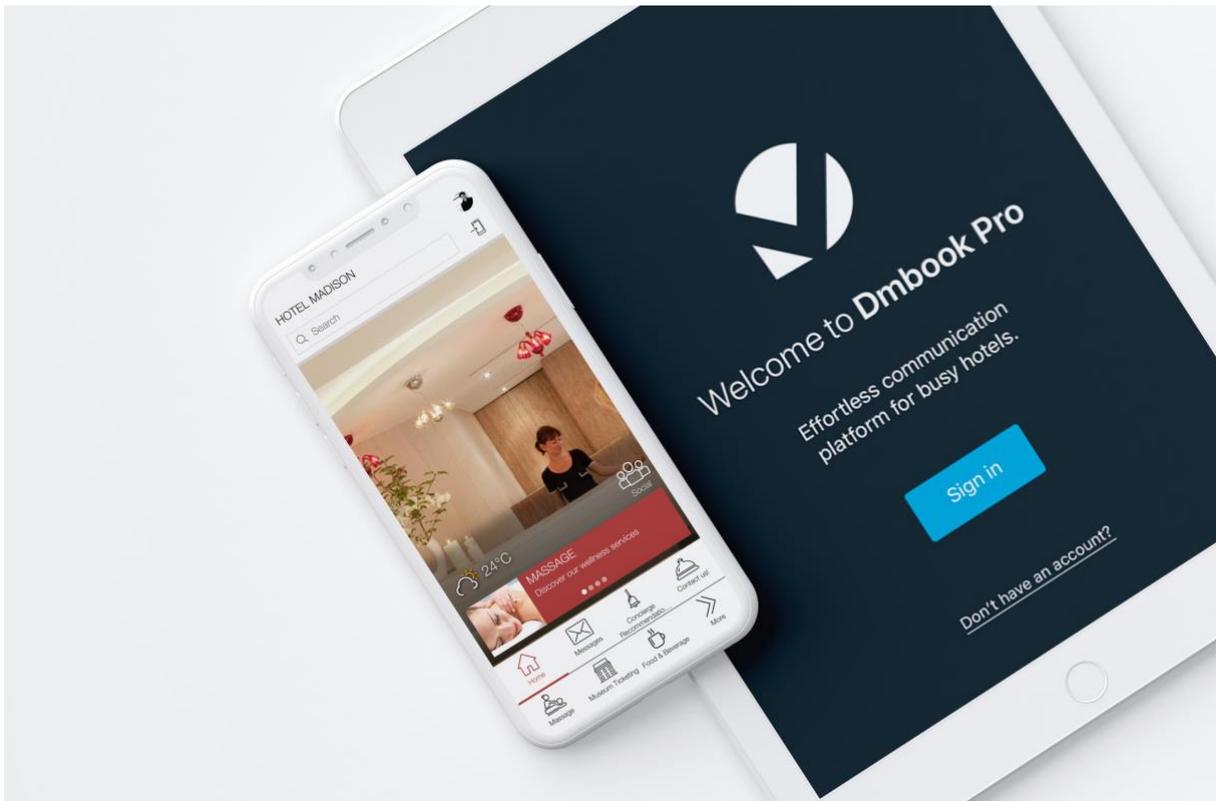# Dmbook Pro and LoungeUp team up so that no customer request is missed.

1st June 2018, Paris.

LoungeUp provides a customer portal solution for the hotel industry, which allows establishments to streamline and personalise their guest's stay.
Through an app or a webportal accessible on the hotel wi-fi, guests can interact with the hotel through an instant messenger, book room service or a spa treatment, inform maintenance of any technical problems, rate their experience, order a taxi, or make a reservation at a restaurant… All these requests are redirected to the relevant service team by email, going through an app dedicated to the hotel staff and on the LoungeUp back-office.

For its part, Dmbook Pro offers a digital version of instruction notebooks, allowing the hotel to easily manage the daily tasks of the establishment. It has multiple features; checklists, knowledge bases for documents and standard operating procedures, reminders, dashboards, ticketing systems, etc…

"Thanks to the integration between these two platforms, all customer requests made via the LoungeUp customer portal are automatically filed into Dmbook

Pro. They appear directly in the schedule, related to the relevant services: maintenance when a technical problem is raised, catering if it is a restaurant reservation, the spa for a treatment reservation, the reception for a check-in, etc.

Anything that makes life easier for our hotel guests is of interest to us." Says Mathieu Pollet, the Co-founder and President of LoungeUp.

Bruno Lanvin, CEO and Co-founder of Dmbook Pro added: "By making the teams more productive, the quality of service improves and customer satisfaction increases. This is probably the main concern of the hotels we work with."

M. Bruno Alleau, the General Manager of Hotel Madison in Paris, and user of both Dmbook Pro and LoungeUp is delighted with this coupling: "We are happy to see a synergy between these two perfectly complementing tools. On one hand, we have the promotion of our services and our advice to customers with LoungeUp, and on the other hand, we have a productive, operational tool with Dmbook, simple and reliable for the teams. By working together, they will allow us to save time in dealing with the demands of our guests and thus further enhance their satisfaction."

About LoungeUp

Founded in 2012, LoungeUp has quickly established itself as a major player in the field of customer relations within the hotel industry, with clients including renowned hotel chains such as Best Western Hotels & Resorts, Barrière Hotels, Tiara Hotels & Resorts, Relais du Silence, Qualys Hotels, and more…

LoungeUp continuously renews itself to provide hoteliers with the best and most recent technological tools, which allow hoteliers to have a privileged relationship with their customers, thus also increasing their satisfaction and loyalty.

Its products are designed to streamline the customer journey, be it; the LoungeUp App, the Hotel's Customer Portal; LoungeUp Events, a module for Hotels hosting Events & Seminars; LoungeUp Emailing and LoungeUp SMS, a Platform for sending Emails and Transactional SMS' (upsell and pre-checkin); as well as its latest product: LoungeUp Guest Profile - a CRM specially designed for the hotel industry.

For a live demonstration of the product, visit Food Hotel Tech, booth A6!

Download the Press Kit
www.loungeup.com
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About Dmbook Pro

Excellent customer service requires excellent team communication. Launched in 2013 as a simple online instructions notebook, Dmbook Pro quickly evolved to become the indispensable virtual assistant of a good hotelier. By assisting the teams, Dmbook Pro has allowed them to give their best whilst serving customers to become the best hosts possible.

Dmbook Pro was created by two French brothers: Bruno, a former hotel manager with many years of experience, and Rémi, an engineer specialised in web applications. The combination of these two areas of expertise allowed them to develop a technology adapted to the daily challenges of hotels. As a hotel owner, the staff is your main added value, and our mission is to make your job as easy and efficient as possible.

For more information, book a demonstration on http://www.dmbook.pro/en

Find the press kit on www.dmbook.pro/press
www.dmbook.pro
contact@dmbook.pro