



# Expect Me

The Ultimate  
Hospitality Experience

***“Our mission is to help hotels and their guests to realize the ultimate hotel experience.”***

*- Roeland Verhamme, Founder EXPECT ME -*

## WHY WE CREATED EXPECT ME

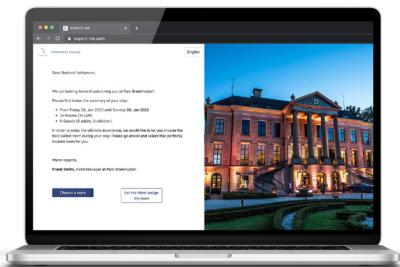
Like many other companies it all started with finding a solution for an unpleasant experience. Have you ever experienced that when arriving in a hotel you received a hotel room that didn't meet your expectations? Well, our founder is a hospitality lover and experienced this multiple times until he decided to do something about it and created a unique piece of web platform for the hotel industry.



## WHAT DOES EXPECT ME DO

Guests are able to optimize their experience based on personal preferences. Hotels are able to further personalize the experience for their guests, increase efficiencies and improve revenue per available room (RevPAR).

This is achieved by allowing guests to hand select and guarantee their preferred room, prior to arrival. In doing so, the hotel provides a more personalized experience and is able to better exceed their expectations.

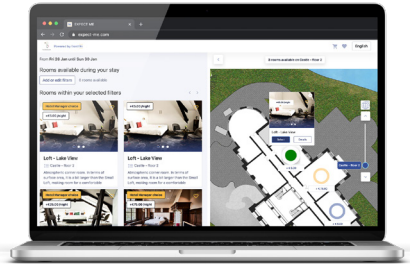


# ***EXPECT ME is the first “upsell web platform by room allocation”***

## **HOW DOES IT WORK**

EXPECT ME allows hotel guests to select and guarantee their preferred room directly from a floor plan of the hotel. As the guest is taken through an intuitive step-by-step process, it is presented with different upsell opportunities.

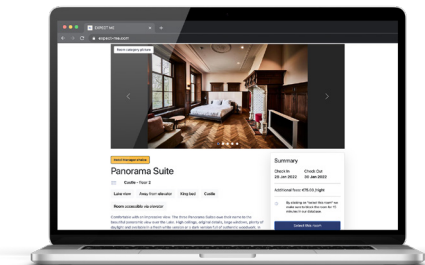
The web platform of EXPECT ME can be customized to the brand identity of the hotel. A couple of days prior to arrival the web platform will extract the necessary booking information from a hotel guest out the PMS in order to contact the guest and give the opportunity to maximize their stay by room allocation. The guest selects the preferred room and any additional services. After final confirmation the data will be send straight away back to the PMS of the hotel.



## **HOW DO WE INTEGRATE**

Expect Me integrates easily with your property management system and has been developed to operate as automated as possible based on your own system. We provide multiple integrations with world leading cloud-based PMS companies.

## **WE CARE ABOUT DATA PROTECTION**



During the process all data is encrypted and no personal data will be saved. Our customers expect us to ensure that data is handled very carefully, both from a security perspective and a privacy perspective. For this reason, we have designed EXPECT ME from the ground up according the latest industry best practices around security and privacy.

## WHY PEOPLE LOVE OUR WEB PLATFORM

Our web platform offers great added value for both hotel and hotel guest.

### PROFIT FOR THE HOTEL

- Reduce reservations from OTA's
- Increase enrollment into loyalty program
- Accelerate check-in procedures
- The room is chosen by the guest
- Lower operating costs by reducing room moves
- Increase in ADR, RevPAR and net profit
- Don't miss upsell opportunities
- Employees can focus more on exceeding guests the hospitality experience
- Personal setup of the web platform

### PROFIT FOR THE HOTEL GUEST

- Never stay overnight in a room that does not meet your expectations
- Smoother and faster check-in procedure
- Guaranteed room
- Ultimate hotel experience
- Extra service with a personal touch

## LET'S GET IN TOUCH

We hope you are triggered by what we do but most probably you will have some additional questions and we look forward answering them. Please contact us through any of the details below.



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## HAVE A LOOK AT OUR EXPLAINER VIDEO

