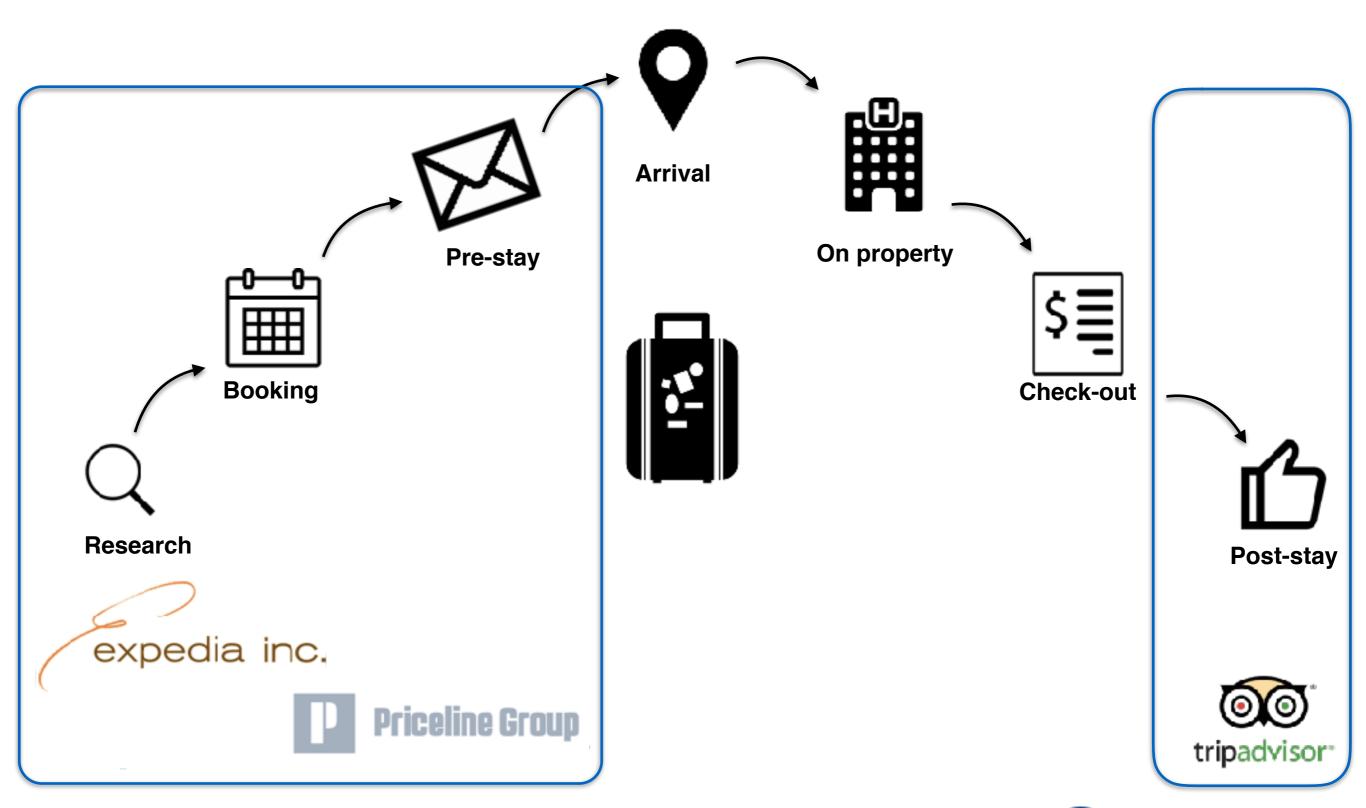




### Who Owns the Customer?





### Why does Customer Ownership Matter?





# How to Get the Customer Ownership Back?

Expedia Booking.com



priceline.com®



Hotels.com

**tripadvisor** 

These companies has owned the customers by building high customer engagement through providing:



Convenience



Information



Value

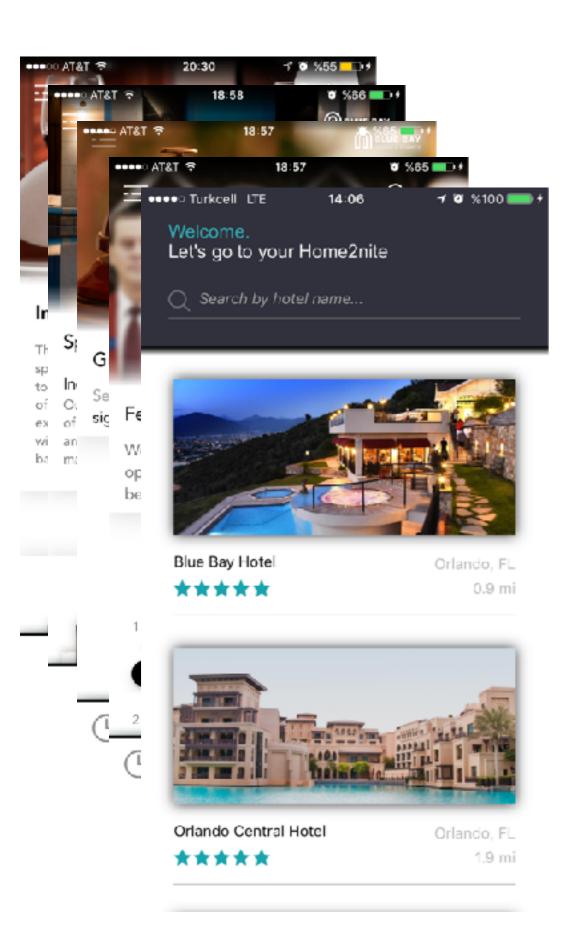
We believe hotels should do the same.



# We Provide the Best Engagement Channel



### Home2nite for Effective Guest Engagement



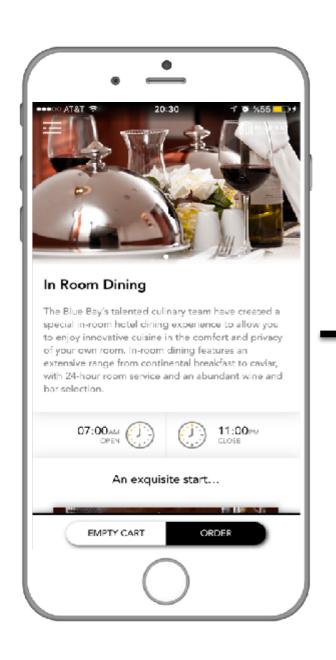
- √ Direct Reservation
- √ On-site Facility Reservations
- √ In-room Dining
- √ Guest Services
- √ Issue Reporting
- √ Push notification for personalised offers
- √ Context based surveys

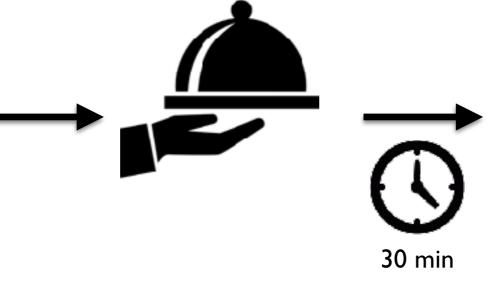






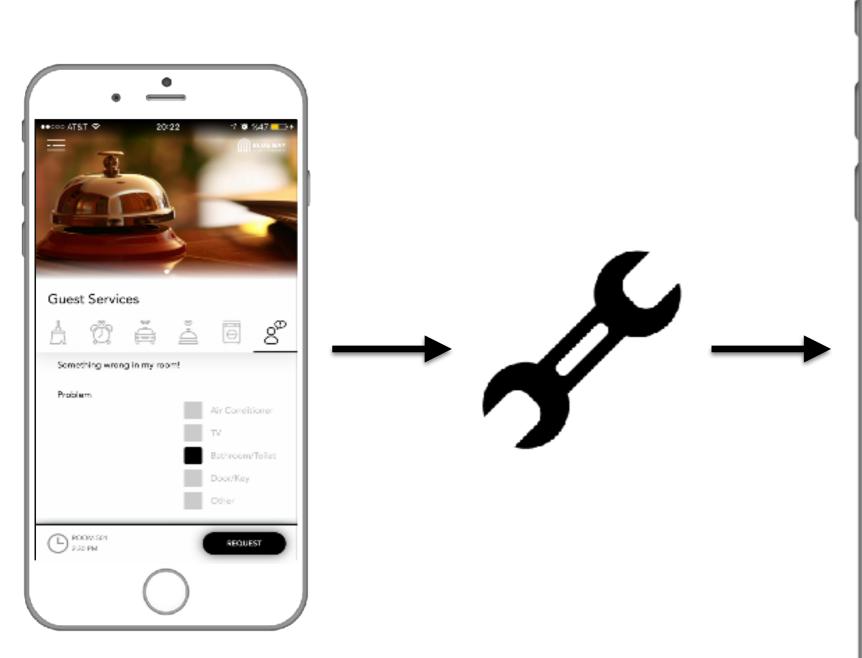
## **In-Room Dining Order & Satisfaction Survey**

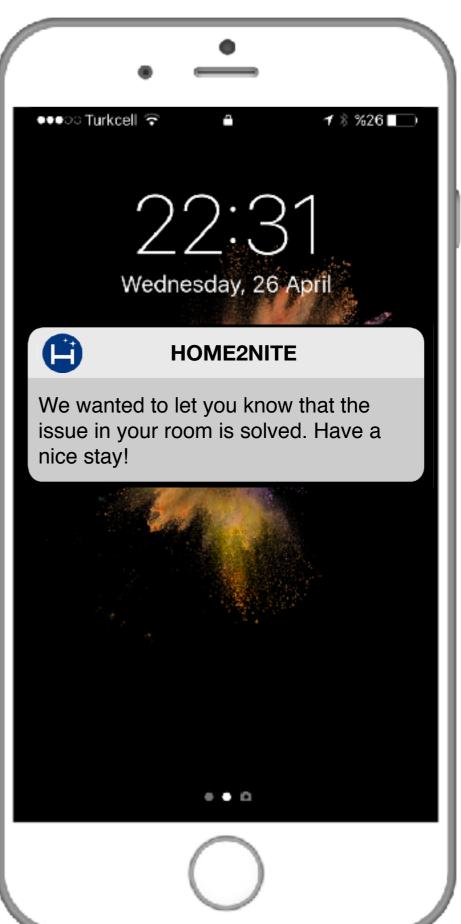




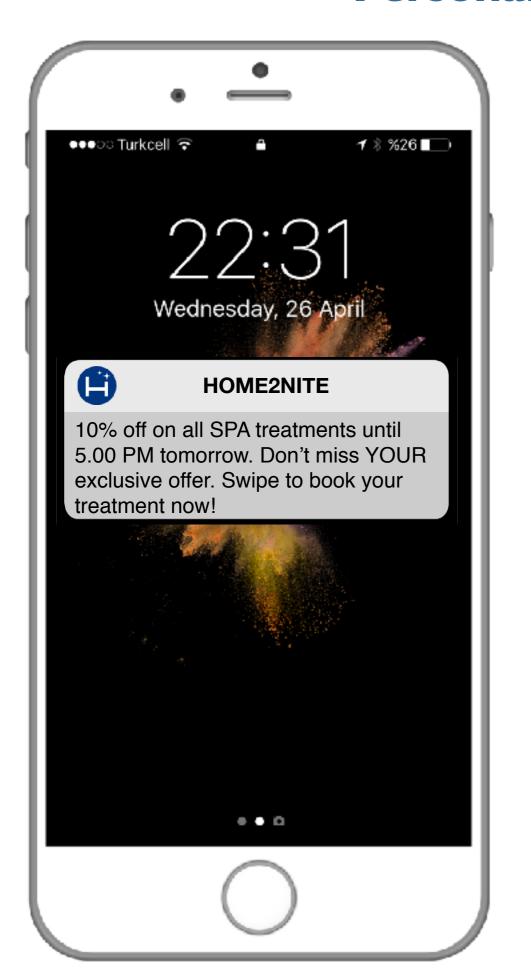


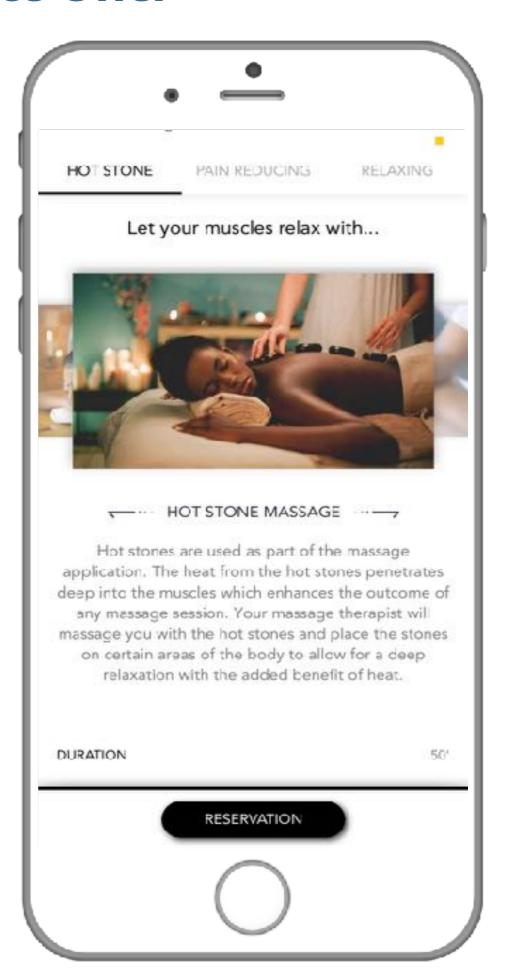
#### There's a Problem in The Room



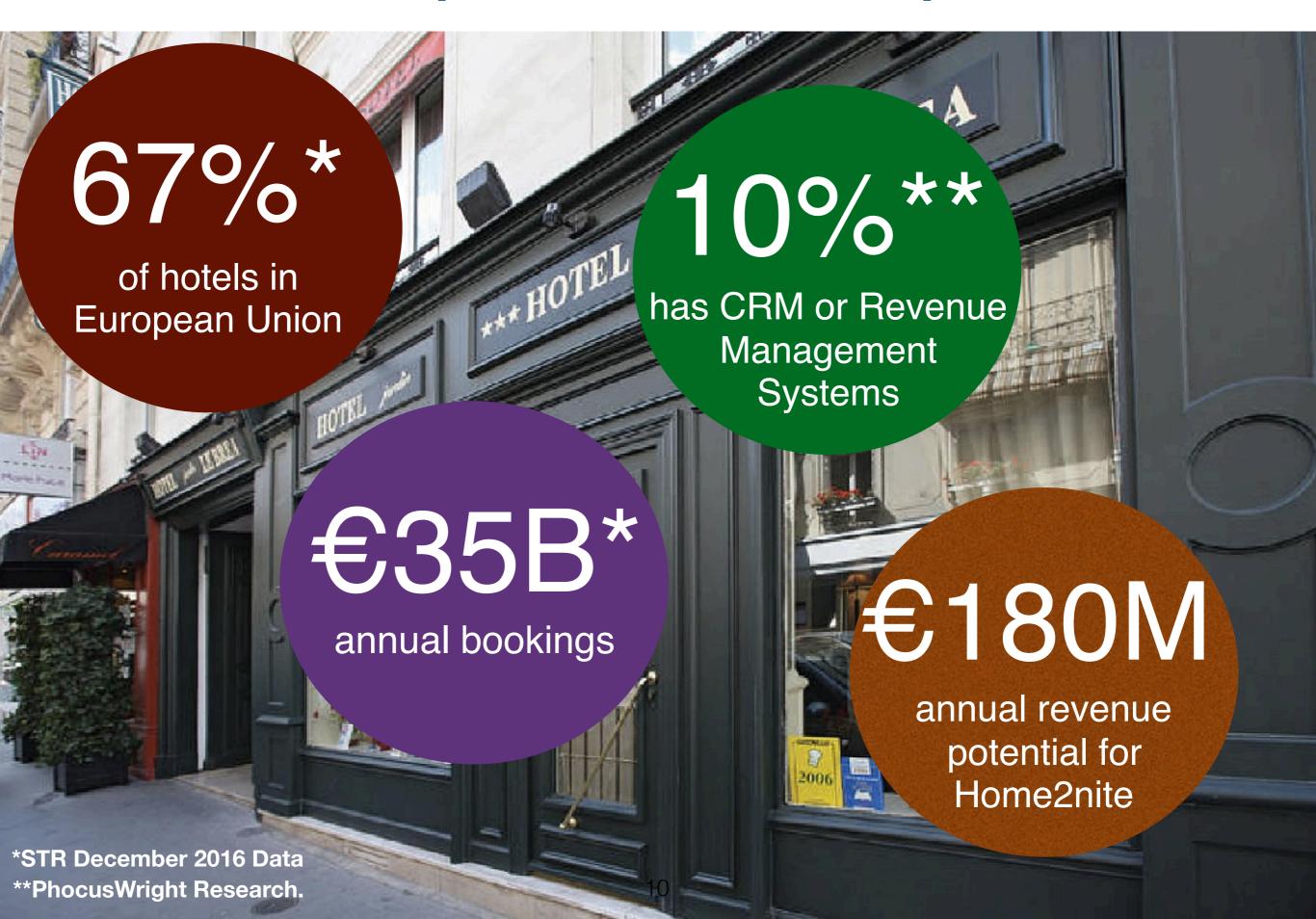


#### **Personalised Service Offer**





# Independent Hotels in Europe

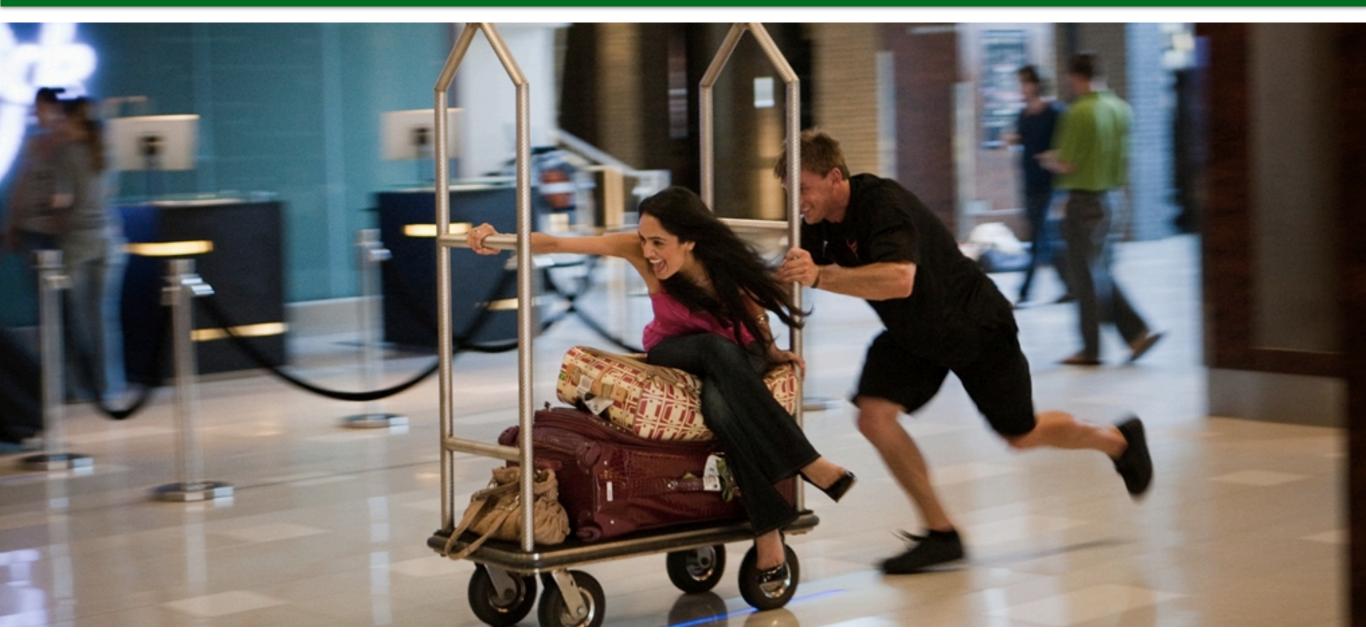


# What ELSE Can High Engagement Bring to Hotels?

Engaged hotel guests spend 21% more\*

More likely to become repeat guests\*\*

Engaged hotels get better reviews on TripAdvisor\*\*\*



<sup>\*</sup> Gallup - Hospitality Industry Study



<sup>\*\*</sup> Preferred Hotel Group

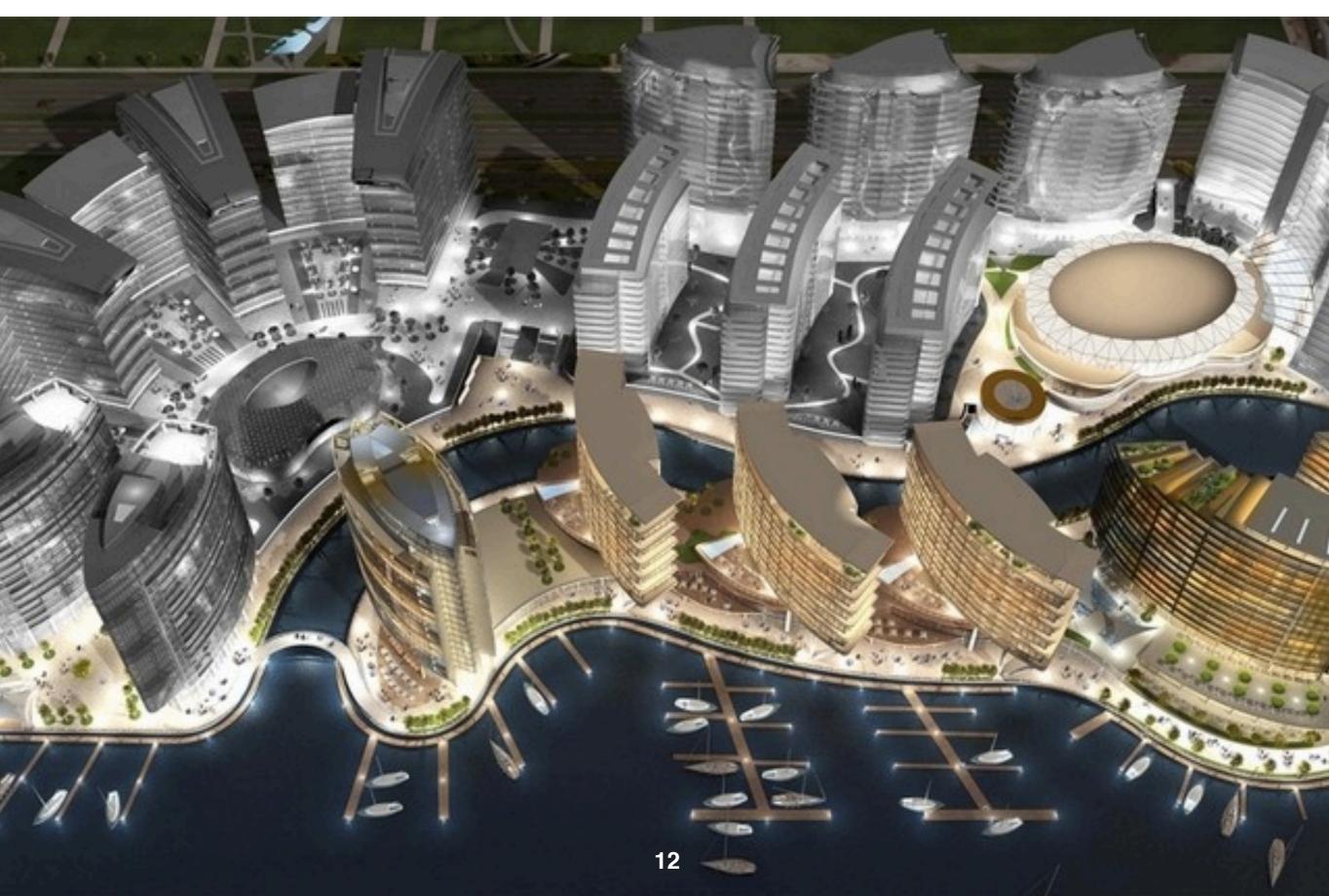
<sup>\*\*\*</sup> Atmosphere Research Group





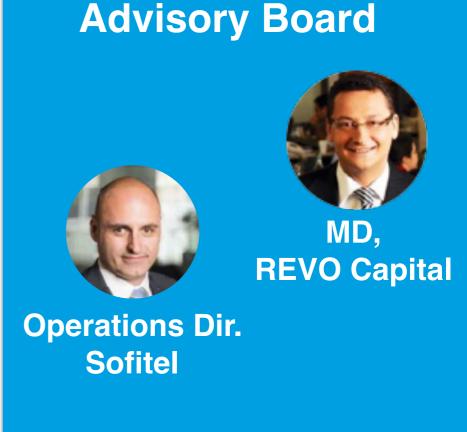






### **Entrepreneur Spirit with a Passion for GROWTH**





Education: Bogazici, ODTU and Yeditepe Work Experience: Oracle, HP, Teradata, Turk Telekom

18

Years of experience in mobile industry

100+million

> **Mobile** users

**International** markets

**Awards** 

30



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