



How Charles Hope Apartments  
revamped their guest  
engagement with Duve

**Charles Hope Apartments offers stylish  
upscale serviced apartments in central  
locations across the UK and Europe.**

Founded in 2016, Charles Hope Apartments  
have a 24-hour guest services team with more  
than 20 years of combined experience in  
managing hospitality across various brands,  
creating a unique customer journey to ensure  
that their guest's stay is exceptional.

 **CharlesHope**

Central to your stay





Just prior to COVID, Charles Hope implemented Duve in an effort to create a systematic approach where they can track and automate all activities related to operations and communications. Now, nearly three years since the beginning of the pandemic, Charles Hope continues to use Duve on a daily basis to generate additional revenues, create a fully contactless experience for guests, and manage multiple apartments remotely.

With staff based both in Cape Town, South Africa, and in the UK, Charles Hope required a system that would be easy to use, and that would store all information related to operations, communications, upsells, and customer feedback.

Charles Hope Apartments immediately began benefitting from Duve's online-check-in, which would allow them to collect information about the guests prior to arrival, as well as e-signatures and documents. They also used Duve's guidebook to provide guests with how-to videos for operating different appliances in their serviced apartments. Lastly, they were able to grow revenues by automatically offering early check-in, late check-out and paid check-in options for guests according to Duve's smart tools that would check for availability.



# The search for a solution to automate manual operations

Charles Hope wanted to take a systematic approach to their business and wanted to be able to track everything in one place. They were searching for a very good guest experience solution that would allow them to automate many of the operations that they were performing manually.

- **Automate manual operations:**

Automate different operations related to guest communication, arrival details, and explanations on how to operate different appliances in the apartments.

- **Manage all apartments remotely:**

With staff located across South Africa and the UK, it was very important for Charles Hope to have one system where they can track and manage all operations, while also giving access to all staff to see everything.

- **Break communication barriers:**

With many corporate clients, it was crucial for Charles Hope to create a method in which they can break communication barriers with more high-end clients.



# Leveraging Duve to improve business during COVID

The Guest Services Team at Charles Hope Apartments benefits dearly from Duve, and when asked about how Duve fits into their technology stack, CEO Richard Maurin said that adding Duve into the equation just flows:

"Our guest services team lives and breathes Duve. Honestly, if we ever decided that we wouldn't want to use Duve anymore and we told that to our Guest Services team, they may have a breakdown. The best part? It's very easy to use," shares CEO Richard Maurin.

## **Results Achieved with Duve:**

Duve allowed Charles Hope to grow their business, especially during COVID, which is when they started using Duve. Charles Hope shared that additional revenue streams were crucial during COVID and Duve's upsells enabled that.

- With Duve, Charles Hope was able to automate things like contactless check-ins and how-to guides for different apartment appliances using Duve's guest app.
- The entire team has access to view all communications with guests, all requests or feedback received, and all tasks. Duve enables the Charles Hope team to work remotely, regardless of where they are in the world.
- With Duve, Charles Hope can break communication barriers especially with corporate customers. On the guest side - they get all the information they want in one place, without the need for back and forth communication with the Charles Hope team. On the business side - Charles Hope shared that the way Duve pushes guests to leave external reviews is one the best functions

they've had. Thanks to Duve, Charles Hope noted that they've been getting excellent ratings on OTA sites and that Duve helps make sure their brand shines and gets good traffic.

*“I can’t even remember how we did it before Duve. Duve has become an integral part of our business allowing a flow of information to be collected and releasing our Guest Services team to spend more time providing great service to our guests. Duve essentially has become our front of house with upsells sold and guest information provided on the guest’s term.”*

— Richard Maurin, CEO, Charles Hope Apartments

David Mezuman, CEO at Duve shares about the long-time partnership with Charles Hope Apartments: “We are proud to have partnered with Charles Hope Apartments on this incredible journey, and we are delighted to see how Duve has made a meaningful impact on their guest relations services team. This success serves as a testament to the power of leveraging technology to push towards even greater hospitality.”





## About Duve

Duve is revolutionizing guest experience by offering a truly personalized guest experience suite. Duve helps hoteliers create a tailored and digital journey for each and every guest – from online check-in flows that meet the exact needs of each guest, to a no-download guest app with relevant content in the guests' native language, to personalized upsells that increase revenue potential and satisfaction of each guest. By partnering with more than 150 integration partners, across all major PMS's, OTA's, PSP's, Digital Key providers and 3rd-party vendors, Duve helps transform the way guest experience is provided at thousands of hotels of vacation rentals around the world.

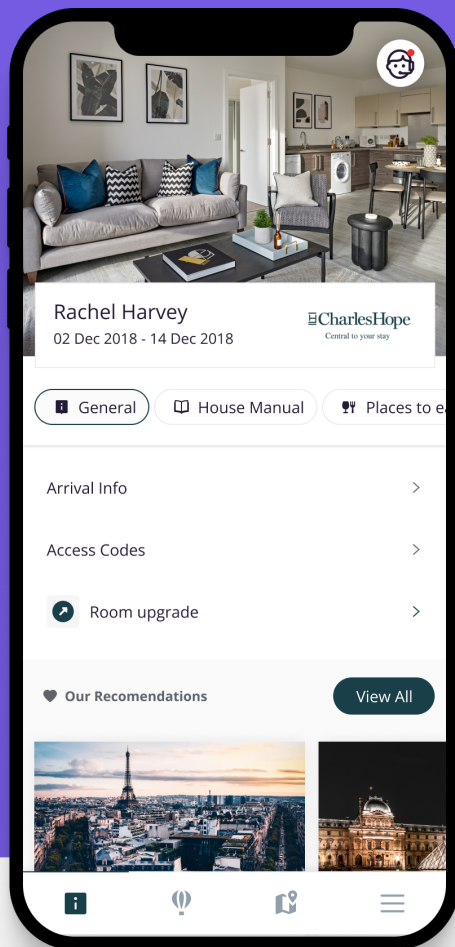
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## About Charles Hope Apartments

With over ten years of experience in the sector, a strong focus on using technology to develop the product offering and a transparent approach to everything we do, Charles Hope is the perfect partner. We offer standard lease options, management contracts and hybrid models to suit every level of investor and developer to maximise asset value and potential income streams. We work with institutional owners, private equity funds, REITs / property companies, and boutique and family office firms.



# Duve products used by Charles Hope Apartments



- ✓ Online check-in
- ✓ Online check-out
- ✓ Communication hub
- ✓ Guest app
- ✓ Upsells

## Don't settle for less. Get Duve Now!

With Duve's online check-in, over 75% of guests complete the check-in process before arrival – leaving your staff time to give each guest a truly personal experience.

[Book a demo](#)

[www.duve.com](http://www.duve.com)