



How Your Host Helper
reached 625% ROI with
Duve's upselling tools.

Your Host Helper is a Rental Management Company that manages nearly 300 apartments spread throughout France. Searching for a solution that would help them automate many day-to-day tasks, Your Host Helper required a tool that would allow them to collect payments, personal information, and scanned documents prior to the guest's arrival. They also searched for a tool that would help them automatically promote upsells in order to earn additional revenues.

For more information on Your Host Helper, visit yourhosthelper.com



Why it matters

Your Host Helper managed about 200 apartments that were spread very far apart from one another, therefore they required a solution that would help them easily coordinate arrivals of guests and manage tasks, while staff was limited.

Your Host Helper searched for a tool that would allow them to collect important information prior to their guest's arrival such as payments, identification documents, and arrival times and methods. Additionally, they use smart upsell tools to recognize when and how guests are arriving to the properties in order to offer them additional paid check-in methods and transportation for arrival.

Top 3 Core Objectives: Your Host Helper wanted to be able to better coordinate arrivals and generate extra revenue from each guest.

- **Maximize potential revenue:**

Automatically offer and charge for alternative check-in methods, late check-out requests, and transportation services to and from the apartments that they managed.

- **Automate check-ins before arrival:**

Easily collect payments instead of going with a payment terminal and charging each guest at the apartment. They also wanted to be able to collect identification documents before guests were arriving.

- **Streamline task management:**

Quickly assign and track tasks that were assigned to different staff members. With staff spread throughout the country it was difficult to manually assign and track each apartment's assignments.

“Duve changed my life, it's amazing! I use it every day to manage my staff's tasks – it really organized the way I work, especially as I started managing more and more apartments. It helps me save an enormous amount of money because I don't have to meet in person with every guest, nor do I have to hire someone to meet my guests every day – I can automate everything. Plus, it's basically 100% free. Thanks to the upsells, not only am I not spending money, I am even earning money with Duve.”

— Michael Pajczer, Owner.



Owner Michael Pajczer said that Duve changed his life and completely organized the way he works:

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The selection process

During their research process, Michael Pajczer evaluated Duve's product differentiators, customer support, and holistic value as a strategic partner and ultimately decided that Duve was the best fit solution:

Owner Michael Pajczer said, about their decision: "The tasks page is awesome because we have different staff that is responsible for tasks across properties spread throughout France. We can easily give them access to see where they should be at what time. It also encourages them to do tasks because I am not just sending them and telling them what to do, I am giving them access to Duve's platform where they can track task progression and also see reviews of how their work impacted the guest. Plus, as an owner it saves me a lot of time with manual task management that I was doing previously."

The results

Your Host Helper noticed more than 625% ROI from Duve's upsells, and was also able to completely automate the entire check-in process. Your Host Helper's guests also significantly benefitted from Duve's digital guidebook and pre-scheduled messages which would explain to them how to arrive at the apartment, where to find the keys, and other arrival details.

- Your Host Helper experienced an immediate boost in revenues from offering upsells such as paid check-in, late check-out and transportation services with Duve's taxi service integration.
- With Duve's online check-in, Your Host Helper is collecting approximately 1,000 new email addresses and document scans from guest monthly. This is something that they were not doing at all prior to using Duve. They also use Duve's pre-scheduled messages to automatically send SMS and WhatsApp messages with arrival and apartment access details specifically to guests that have completed the online check-in and finished scanning all required identification documents.
- Tasks are more easily managed through Duve. Your Host Helper's staff logs into Duve to see which apartments they've been assigned to and for which tasks. In Duve, they can track their task progress and also see the impact their work has had on the guests by accessing internal reviews that are collected through Duve's pre-check-out.





About Duve

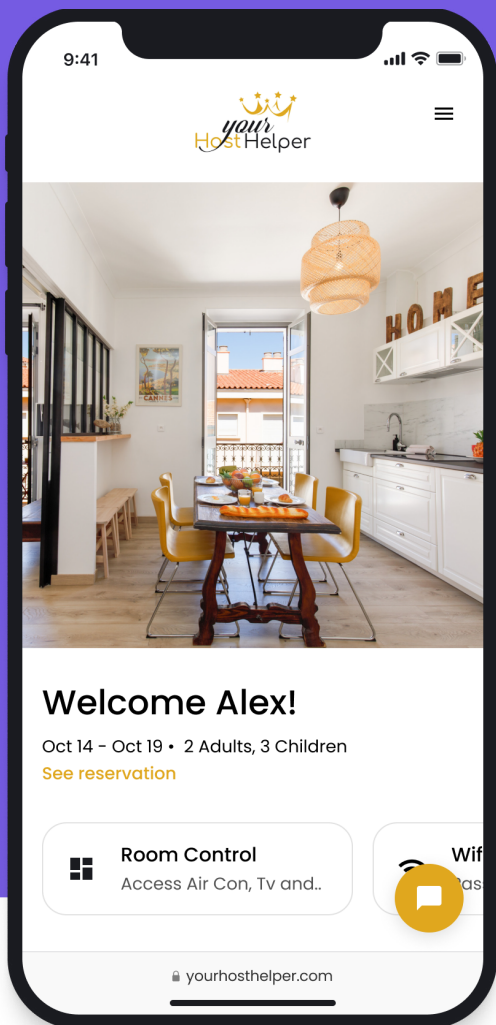
Duve is revolutionizing guest experience by offering a truly personalized guest experience suite. Duve helps hoteliers create a tailored and digital journey for each and every guest - from online check-in flows that meet the exact needs of each guest, to a web-based guest app with relevant content in 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.

About Your Host Helper

Your Host Helper is a leading hosting provider with a range of tailored hosting solutions. Your Host Helper ensures hassle-free experiences for individuals, small businesses, and large enterprises alike.

Your Host Helper stands out with its affordable pricing plans, making high-quality hosting accessible to all. We prioritize affordability without compromising on quality. Join thousands of satisfied customers who have entrusted their hosting to Your Host Helper.

Duve products used by Your Host Helper



- ✓ Confirmation email
- ✓ Arrival message
- ✓ Online check-in
- ✓ Digital check-out
- ✓ Scheduled messages
- ✓ Tasks

Don't settle for less. Get Duve Now!

With Duve's online check-in, over 83% 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