



Jo&Joe Nation reaches a 60% online check-in rate within one month of rolling out with Duve.

Jo&Joe, an innovative hostel brand under Ennismore (lifestyle brand of the Accor group), operates 10 global properties. In an effort to enhance its operations and guest satisfaction, Jo&Joe Nation began integrating Duve's guest experience suite, focusing on three core objectives: increase the online check-in conversion rates, escalate guest app utilization, and unlock new dimensions of revenue generation.





Key Challenges

- **Enhancing online check-in conversion rates:**

Jo&Joe attempted using a self-check-in kiosk as well as an alternative online check-in tool prior to Duve, however, they struggled with streamlining the check-in process to make it more efficient and less time-consuming for guests.

- **Boosting Guest App engagement:**

With many events and announcements needing to be shared with guests, Jo&Joe searched for an efficient way to communicate services, information, and event updates to guests.

- **Maximizing upsell opportunities:**

As a hostel, Jo&Joe had many add-on services that they wanted to sell to guests, so integrating additional services like towels, padlocks, breakfast, and more into the guest journey was critical for them.



Duve's Solution

Jo&Joe aimed to replace existing tech solutions in order to centralize services under Duve for a cohesive guest journey. By integrating Duve into their operations, Jo&Joe optimized its guest engagement and operational efficiency. Jo&Joe also experienced significant improvements in guest engagement, operational efficiency, and revenue generation.

Results Achieved with Duve:

- **Streamline guest communications:** As a hostel committed to delivering outstanding experiences, Jo&Joe organizes numerous events to ensure guests have a memorable stay. By leveraging Duve's advanced features, including

scheduled messages, QR codes, and a dedicated guest app, Jo&Joe effectively keeps guests informed about upcoming events and house rules. Thanks to Duve's AI and automated translation capabilities, guests receive answers to the frequently asked questions in their language and via their preferred communication channel (SMS, Whatsapp, email, etc). This approach has notably increased guest participation and overall satisfaction.

- **Online check-in rates boosted within 1 month of implementation:** Transitioning from kiosk and other online check-in solutions to Duve, Jo&Joe improved its OCI conversion rates to 57%. Additionally, Jo&Joe was able to automatically collect IDs and signatures for house rules before guests' arrivals, leaving their staff more time to talk to the guests upon their arrival.
- **Structured guest journey, leading to a 200% ROI:** Jo&Joe Nation, like many hostels, capitalize on the sale of add-on services to significantly increase its revenue. By using multiple channels for promoting upsells across the guest journey, Jo&Joe seamlessly integrates offers for add-ons such as towels, padlocks, and food services via their customizable guest app. This strategy has proven highly effective, enabling Jo&Joe to achieve an impressive 200% ROI.





Lauren Boubon, Front Desk Manager and Project Leader at Jo&Joe Nation shared:

“Adopting Duve has transformed our guest engagement. The online check-in process and the customizable guest app helps us improve our guest experience. The flexibility of the platform, together with excellent support from the Duve team—especially Bruno—has revolutionized our operations. We’ve noticed that our guests love the app and that Duve has also led us to grow our online check-in rates. Duve both saves us significant time and enriches our interactions with guests.”



Conclusion

Jo&Joe's adoption of Duve exemplifies how integrating a guest experience platform can transform operations and guest engagement for hostels. By focusing on personalized guest journeys, efficient check-ins, and effective upselling, Jo&Joe has set a new standard for the experience offered at their hostel.

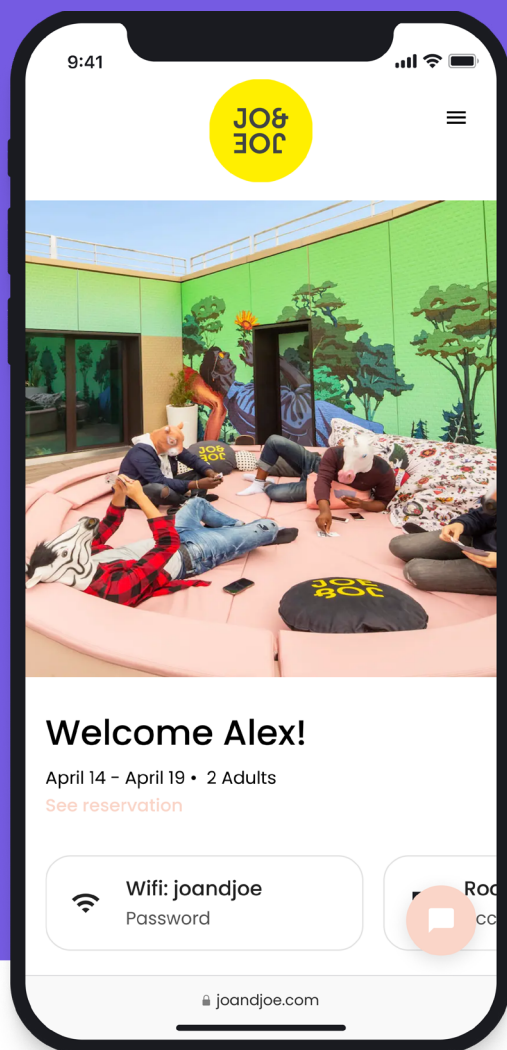




About Duve

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.

Duve products used by Jo&Joe Nation



- ✓ Online check-in
- ✓ Scheduled messages
- ✓ Communication hub
- ✓ Upsells
- ✓ Digital check-out
- ✓ Digital Spots

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