

How Leonardo Crystal Cove
Hotel & Spa uses Duve as their
window to guests.

Leonardo Crystal Cove Hotel & Spa, a 120-room luxury hotel in Cyprus, embarked on a journey to elevate its guest experience and streamline operations by integrating Duve's innovative technology. The hotel aimed to enhance guest satisfaction through seamless online check-ins (OCI) and room upgrades. After assessing several options, Leonardo's regional General Manager chose Duve as the ideal partner for this transformation.

LEONARDO
Crystal Cove

Hotel & Spa by the Sea



Key Challenges

- **Streamlining the check-in process:**

With diverse property sizes and varying legal requirements, standardizing the check-in process was challenging. The manual check-in procedures were time-consuming for both staff and guests.

- **Enhancing guest communications:**

The hotel aimed to improve communication flows throughout the guest journey, from booking to departure. This included the need to segment guests based on different criteria, such as those staying in higher-standard rooms, to provide tailored and personalized experiences.

- **Skepticism about new technology:**

Initially, the Leonardo team was skeptical about onboarding another technology system.



Duve's Solution

Duve provided a comprehensive platform featuring digital check-in, a guest app, and enhanced communication tools, all customized to meet the unique operational needs of Leonardo Crystal Cove Hotel & Spa.

Results Achieved with Duve:

- **Automate check-in tasks:** Duve's automated check-in reminders significantly reduced manual tasks, leading to positive feedback from guests and an average of 44% online check-in conversion rate during the high-season. Additionally, by promoting hotel information through QR codes, Leonardo Hotels adopted a paperless approach and invited guests to easily access Wi-Fi details, restaurant menus, and more via the Duve app, enhancing convenience and aligning with modern digital habits.



- **Segmented communication leading to improved guest engagement:** Duve enabled personalized messaging for guests in higher-tier rooms, creating a special welcome experience. This level of personalization was previously unattainable, especially during peak seasons when manual communications were made more difficult. Additionally, Duve's automated communication capabilities also ensured proactive guest feedback and higher satisfaction, fostering loyalty and positive reviews.
- **Efficient technology adoption:** Duve's platform proved highly beneficial, enabling staff to work more efficiently. New team members quickly adapted to the system, reflecting its user-friendly design. Additionally, despite being a smaller hotel, Leonardo Crystal Cove effectively used Duve to inform guests about late check-outs, room upgrades, early check-ins, and spa discounts, enhancing guest communication and engagement.





Effie Komodromou, General Manager at Leonardo Crystal Cove Hotel & Spa highlighted the positive impact of Duve:

“Duve is truly our right hand at the hotel. It is our window to the customers. Younger generations are always with their phones, and we need to adapt to this new era. Duve gives us the opportunity to go one step further and align with modern traveler expectations. Technology may not always be in our favor, but with Duve, we can use it smartly to enhance our guests’ experience.”



Conclusion

Duve plays a pivotal role at Leonardo Crystal Cove Hotel & Spa, significantly enhancing operational efficiency and guest satisfaction. The platform not only helps streamline daily tasks but also reinforces the hotel's brand presence among guests. Ultimately, Duve proves to be an invaluable tool, making operations smoother and guests happier.

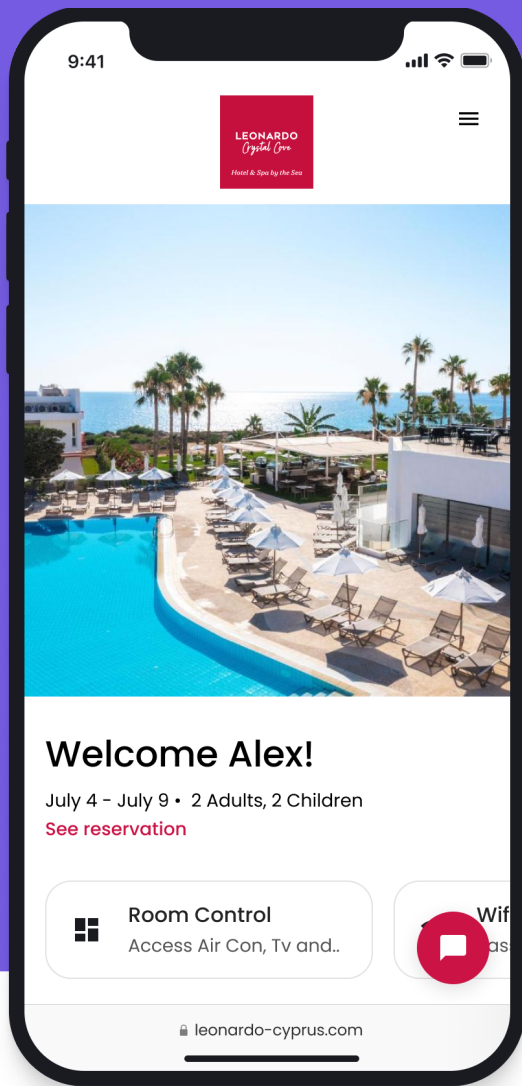




About Duve

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 Leonardo Cyprus



- ✓ Online check-in
- ✓ Upsells
- ✓ Scheduled messages
- ✓ Communication hub
- ✓ QR Codes

Don't settle for less. Get Duve Now!

With Duve's online check-in, over 73% of guests complete the check-in process before arrival – leaving your staff time to give each guest a truly personal experience.

[Book a demo](#)

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