Centelli

Hospitality and Travel



EXPLAINER

# AI, AUTOMATION & DIGITAL WORKERS

A HELPFUL GUIDE


**Email & Website**

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**50%**
Of *all* transactions automated

**20k+**
Emails processed each month

**45Hrs**
Gained each day

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# Intro

The hospitality industry faces a shortage of skilled workers. While automation is present in systems like online booking and check-in kiosks, human workers still handle many tasks.

*Digital Workers can manage these processes, allowing human employees to prioritize the guest experience.*

## Results you can achieve with Digital Workers (DWs)



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# Examples of Automation Processes for Digital Workers in Hospitality

1. **Booking Management:** *Handling reservation requests, confirmations, and changes promptly, ensuring guests have a seamless experience.*

2. **Inquiry Responses:** *Quickly and accurately responding to guest inquiries, enhancing speed of response (therefore the likelihood of securing a booking) and customer satisfaction.*

3. **Invoice Processing:** *Streamlining the invoicing process for both suppliers and clients, improving cash flow.*

4. **Employee Onboarding:** *Ensuring compliance in the onboarding process, expediting the journey from new hire to productive employee.*

5. **Compliance Checks:** *Ensuring that your business complies with all relevant regulations, reducing risks.*

6. **Month-end Reconciliations:** *This is a whole topic in its own right, as it is an area regularly automated by hospitality businesses – as well as one of Centelli's most common automations to set up.*

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# Real-World Examples

Automation is already being implemented globally by companies like yours. We at Centelli are here to work with you no matter where you are. We're already helping trendsetters like Clermont Hotels Group, Travelodge, Davidson Hospitality, and Soho Group, to name a few; you could be the next!

Don't just take our word for it, though. Read our clients' testimonials in the case study portion of our website.

## Village Hotels

C.20k+ Emails processed each month
6k+ team hrs. saved p/week
700 reconciliations every single night

## Clermont Hotel Group

C.20k+ Transactions p/month
50% of all transactions now automated
DW Bertie works 45hrs

## Davidson Hospitality

C.700 reconciliations p/night
250+ validation criteria checked
Infinite capability to scale-up

**CLICK HERE TO ACCESS ALL OUR CASE-STUDYS**

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# Why a Digital Worker?

Digital workers are experts at handling repetitive tasks. Imagine liberating your employees from the burden of these monotonous and unfulfilling tasks, enabling them to concentrate on what truly matters: the guest experience.

From booking management to invoice processing, they bridge gaps between various tools. From managing reservations to responding to inquiries to ensuring compliance in employee onboarding, if you can do it, so can a Digital Worker!

***If you can train a human to do it, you can train a Digital Worker to do it.***



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# Your journey to enhanced customer experiences starts here.

## Get in touch!

**Don't fall behind.** Identify tasks that hinder efficiency, engage with our team, and witness the positive impact on your operations.

**Contact us to explore how Intelligent Automation can propel your business forward.**

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