



Sky Horizon[®] G-Link



Introduction

Sky Horizon[®] G-Link is an innovative online portal that helps connect the guests directly with the hotel management. Through various tablet devices, G-Link gives hotel guests the option of evaluating their hotel stay or restaurant experience via a set of short questions while the guest is in the hotel. Dissatisfied guest scores will be sent directly through SMS or mobile notification system to hotel managers. This gives the management the opportunity to proactively respond to guest needs and compensate and retain their guests, thus ensuring maximum satisfaction of guests and hence elevate hotel satisfaction score in social media.

G-Link runs on tablets on front desk, outlets, and public areas to collect guest feedback about related services or processes.

Features at a glance

- **G-Link during Check-in/Check-out:** It runs on tablets on front desk, outlets, and public areas to collect guest feedback about related services or processes.
- **G-Link Notifications:**
 1. G-Link notifications help the front office manager to take immediate action to solve guest problem before the guest leaves the front desk.
 2. G-Link welcome messages greet guests and communicate promotions and important information upon check-in.
- **G-Link on Internet Loading Page:**
 1. G-Link appears on the guests Internet landing page and allows them to report any problem and feedback with a single click.
 2. Based on guest feedback, G-Link creates work requests and notifications to related departments and HODs
- **G-Link Customization:**
 1. G-Link pages are fully customizable to reflect the brand of the hotel.
 2. G-Link supports multiple surveys with scale, comment, and Yes/No questions.