

# Reservation Counter and Reservation Desk Noted for Delivering Great Hospitality through Email Support

*Personalized customer support helps leading hotel booking sites add value and standout in customer experience*

LEHI, UTAH, UNITED STATES, January 25, 2017 /EINPresswire.com/ -- When it comes to personalized customer support, [Reservation Counter](#) and [Reservation Desk](#) have learned what type of information their travelers want personalized. The leading hotel booking sites were recently highlighted by [Adestra](#) for “delivering a great hospitality customer experience.”

Reservation Counter and Reservation Desk are part of TravelPass Group, which is recognized for building a technology marketplace with access to more than 1 million properties. It has been featured for organizing the complexities of the hotel distribution system and providing travelers unsurpassed access to hotel choices and offers. Adestra has supported the company’s personalized email communication to travelers.



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*Jairus Pace, Marketing Manager*

The customer email effort has focused on timely support to customers so they have the best travel experience possible, including providing an easy way to extend their stay. The effort has been positive with customers receiving the messages and extending their hotel reservations.

“We appreciate the recognition as it represents our promise to make the booking process easy and offer support 24/7,” said Jairus Pace, Marketing Manager with TravelPass Group. “We

will further optimize this with other features travelers want to bring more value and deliver a great customer experience.”

TravelPass Group is becoming a leading company in the travel industry with more than 10,000 room nights booked per day and annual sales reaching more than \$400 million. Part of the Utah-based company Partner Fusion, TravelPass Group is a marketplace for independent and brand name hotels, wholesalers, and the largest travel agencies, such as Expedia and Priceline. It operates five travel-

related websites, including ReservationCounter.com and ReservationDesk.com, and a best-in-class call center that help travelers access more than 1 million properties worldwide.

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