

OKKAMI Partners with Anantara Hotel Group to Develop Anantara's Digital Host App

OKKAMI partners with Anantara Hotels to allow staff and guests to communicate digitally, creating a safer and better guest experience at the Hotel or Resort.

BANGKOK, THAILAND, August 25, 2020

/EINPresswire.com/ -- This year,

OKKAMI has been tasked with developing Anantara's Digital Host mobile app. The app will enhance Anantara's guests' experience at all of

their properties and will [Increase Hotel Revenue](#).

The guest experience begins before their arrival at the hotel. Staff and guests can chat directly, allowing the opportunity for staff to anticipate a guest's needs and personalise their stay. Staff will have the chance to upsell their property's pre-arrival products and services such as transportation, dining, spa, experiences, and more, thus increasing spending per head.

A major advantage of Anantara's new Digital Host App is that it is connected to the DISCOVERY loyalty program. Guests with an existing account can easily sign in to the app without creating a new account. This seamless connectivity offers Anantara a powerful CRM tool to better service their loyal customers. While guests are in the app, they may also explore all Anantara properties and make direct reservations with a tap of their fingers.

From the Anantara Hotel Resort App, Anantara's guests have the ability to make an express check-in request. In the app, guests can upload a scan of their passport and arrival card (if applicable), and fill out a digital registration card. Once filled out, guests can make a request and the staff would be able to quickly cross-check the information with their PMS system and produce a room key, where guests only have to pass by the reception and pick it up.

All bookable in- and off-property experiences can be found within the Digital Host App.

Moreover, food & beverage menus can now be viewed digitally from the comfort of guests' own mobile devices. Guests will also have the option of ordering in-room dining from the app. The app also supports multilingual menus to cater to guests from all corners of the globe. On top of food & beverage ordering, guests can also make spa appointments. The app's interface with the



OKKAMI partners with Anantara Hotels and Resorts to develop a Digital Guest Engagement Application

hotel's spa booking system will automatically suggest next available time slots if their initial selection was fully booked.

Another feature to encourage more engagement between guests and staff is the in-app service request. Services that guests can request include but not limited to the following: grab my bag, wake up call, valet, turndown service, makeup room, fix it, laundry pick up, and more. Once requests are routed through to the staff, guests will also receive status updates and chat directly with staff about their request.

About OKKAMI

OKKAMI Inc. was founded in 2016 to cater to travelers and enhance all aspects of their journey. The company provides businesses in the hospitality industry with an IoT and guest engagement technology platform to better connect with customers, finalize transactions, and improve guest satisfaction. The [OKKAMI Guest Engagement](#) platform also includes managed in-room devices in addition to downloadable apps for both iOS and Android. Visit <https://www.okkami.com/> to learn more.

About Anantara

The [Anantara Hotel and Resort](#) experience was born in 2001 with our first luxury property in Thailand's historic seaside retreat of Hua Hin. From that day forward, we expanded throughout the world to cosmopolitan cities, lush islands, desert sands, heritage destinations, uncharted beaches and contemporary resort destinations. Today's portfolio spans Cambodia, China, Indonesia, Malaysia, Maldives, Mauritius, Mozambique, Oman, Portugal, Qatar, Spain, Sri Lanka, Thailand, Tunisia, United Arab Emirates, Vietnam and Zambia

Jane Hampton

OKKAMI

66 240 2664

[email us here](#)

Visit us on social media:

[Facebook](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/524796771>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2020 IPD Group, Inc. All Right Reserved.