

September 15, 2017
Press Release

GuestJoy Signs Contract with Tallink Hotels

[GuestJoy](#), the leading hotel upsell and review solution has recently signed a contract with Tallink Hotels, the largest hotel chain in the Baltic States currently operating four hotels in Tallinn and one hotel in Riga.

The objective of the new partnership is to boost Tallink Hotels guests' satisfaction and to increase hotel revenue. With a modern approach toward customer satisfaction and new technologies, guests can order services and submit special requests directly from their mobile devices.

The software enables hotels to provide relevant offers prior to the guests' arrival and allows guests to book additional services in advance. The tool thus helps hotels to improve their guests' experiences and enhance their reputation.

Annika Ülem, Co - founder of GuestJoy said: "We are pleased that Tallink Hotels decided to sign up to GuestJoy guest communication tool. Our solution provides them with actionable insight to make operational and service improvements. We are shaping the future where guests have easy access to hotel services."

Kaidi Krimm, Business Development Director of Tallink Hotels commented: „ GuestJoy enables us to offer the services and products of our hotels with less effort. The GuestJoy app is easy to use, which in turn enables our hotels' sales and marketing teams to meet and exceed customer expectations and set up or change offers quickly, without extra marketing costs."

"GuestJoy enables hotels to earn extra revenue through pre-stay offers. When the customers arrive at the hotel, they are already aware of different services and additional information, such as parking and other relevant amenities, for instance. This, in return, enables to proceed quickly with the check-in process, thus increasing customer satisfaction with front desk service," Tallink City Hotel General Manager Helen Ernits added.

Last year (2016) the number of tourists staying in Estonian hotels increased – according to the data from Statistics Estonia the number of visitors in hotels and other accommodation establishments increased by more than 3 million,i.e. about 7%, as compared to 2015.*

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Media enquiries:

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September 15, 2017

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Notes to Editors:

*Statistics Estonia data: <https://www.stat.ee/news-release-2017-016>

[About Tallink Hotels](#)

The company with its headquarters located in Tallinn, Estonia, currently operates five hotels in the Baltic States. The company is in the process of implementing a number of different new technologies of mobile concierge to improve its service and guest satisfaction.

[About GuestJoy](#)

GuestJoy is a hotel upsell and review solution provider. The company's software enables hotels to increase their revenue and to collect online reviews quicker. GuestJoy is currently serving hotel brands in 12 different countries, including Tallink Hotels, SemaraH, Mogotel, Relais & Chateaux, AccorHotels, Mercure and Pullman. The company has offices in London, Tallinn, Prague and Gdansk and it is associated with TripAdvisor, BHRS, Opera, Hores and others.