

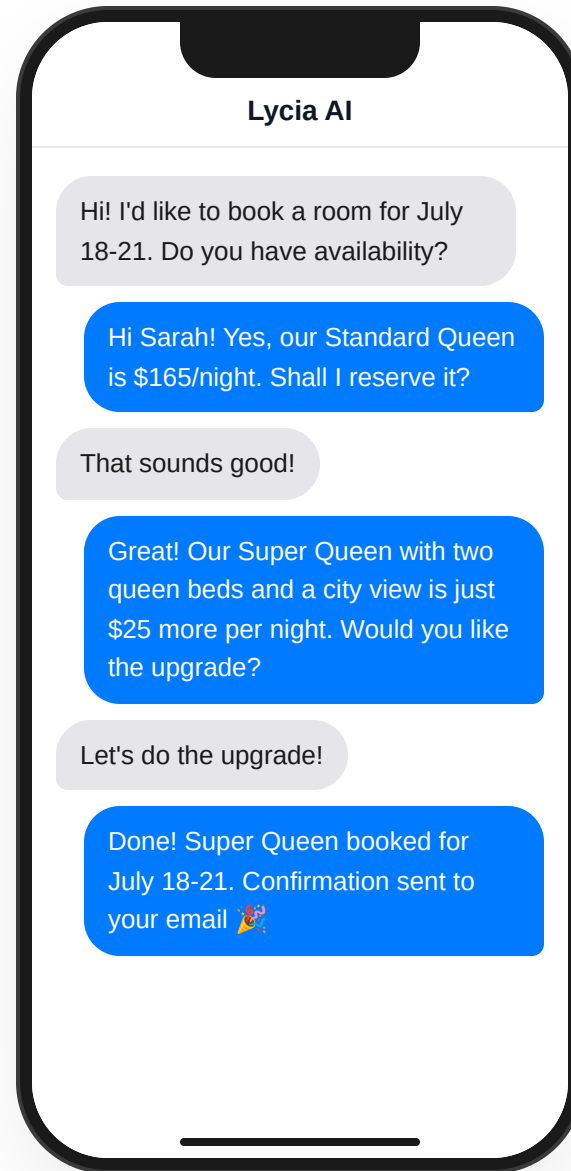
# The Guest Journey with **Lycia AI**

The Beau Hotel — Gaslamp Quarter, San Diego



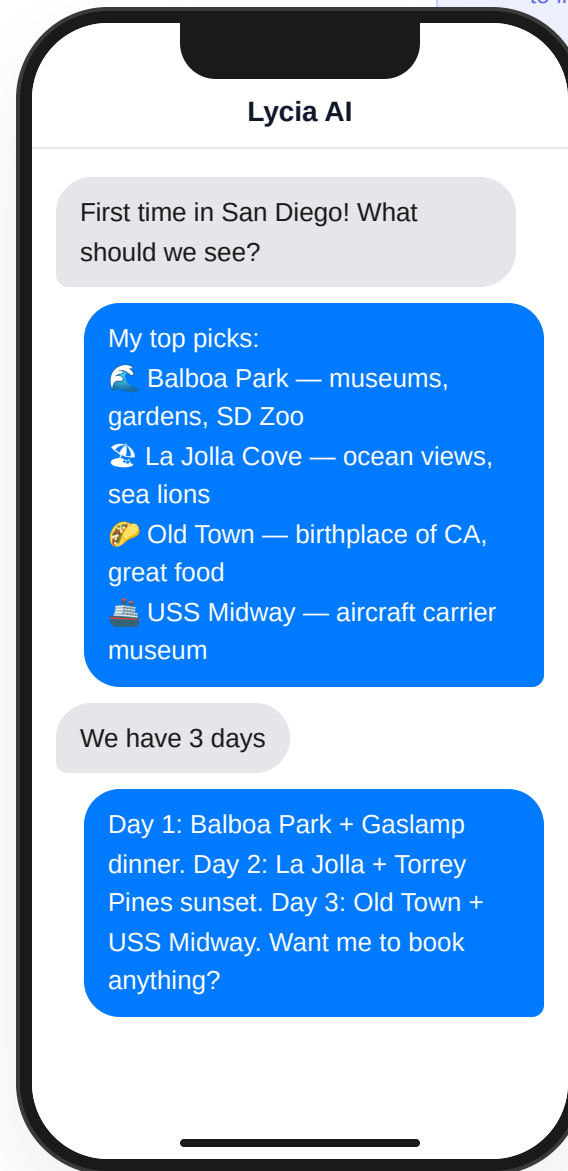


No commission for bookings





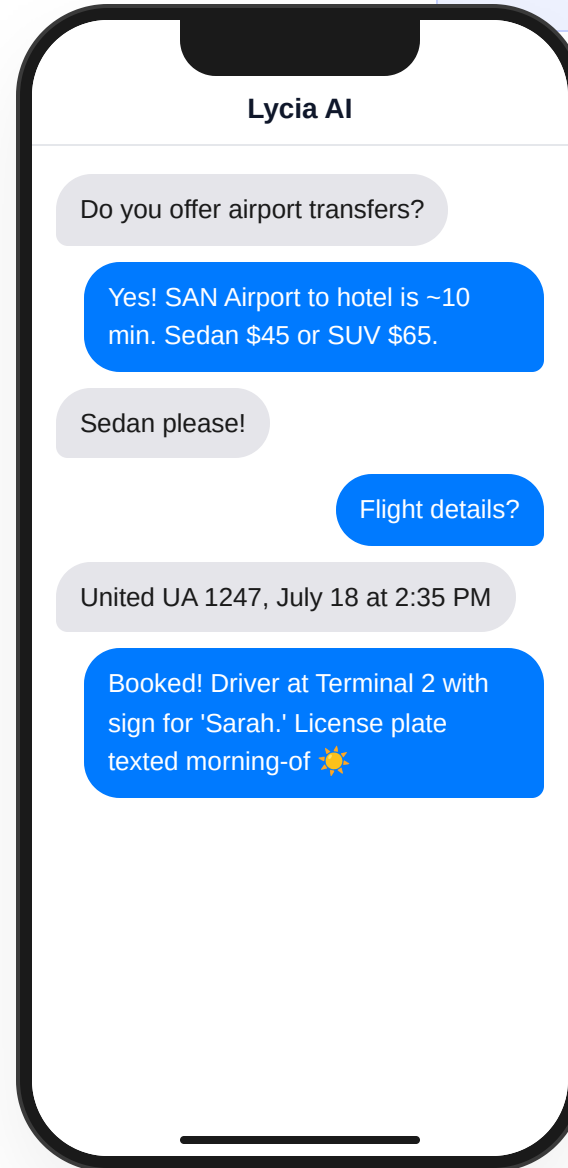
Engage with your guests before they arrive to increase retention rate and elevate guest experience





STEP 3 — AIRPORT TRANSFER

Provide extra services for comfort and earn from them

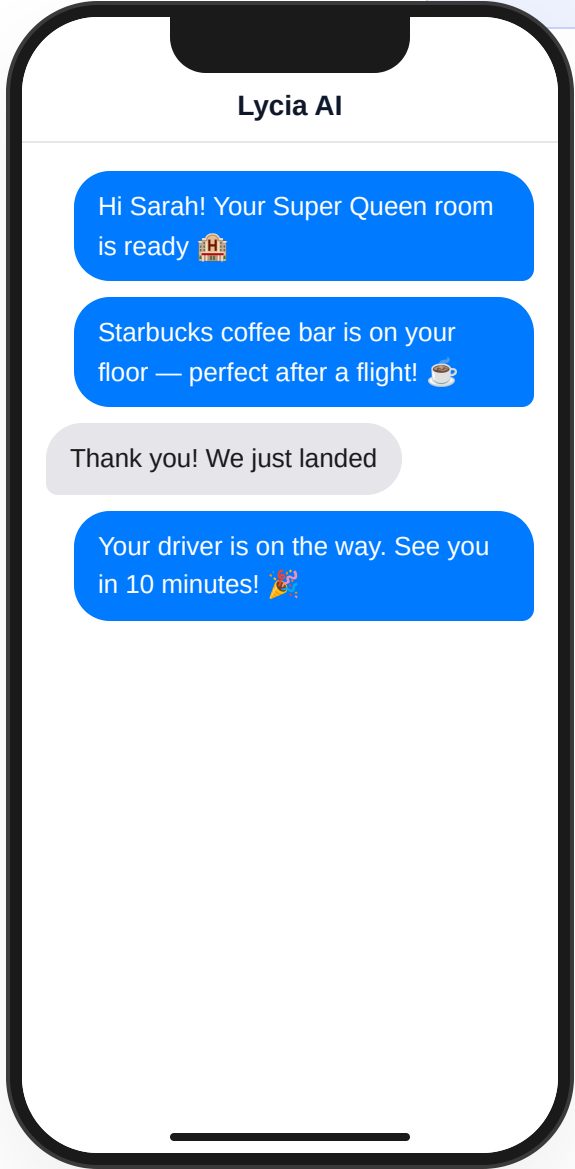


← → to navigate



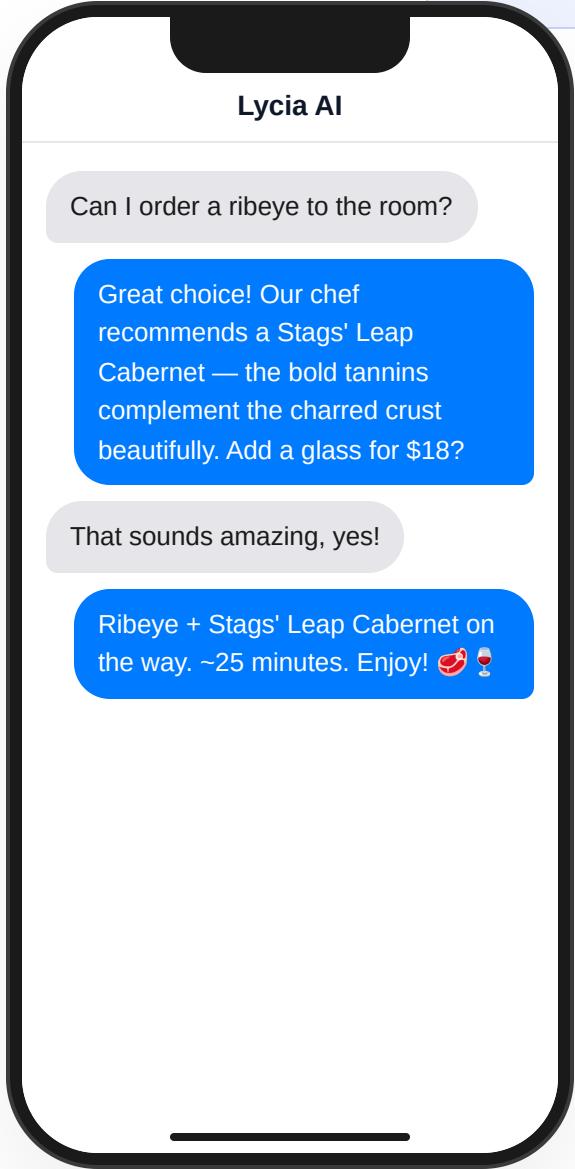
STEP 4 — WELCOME

No more repetitive questions — let them know when the room is ready



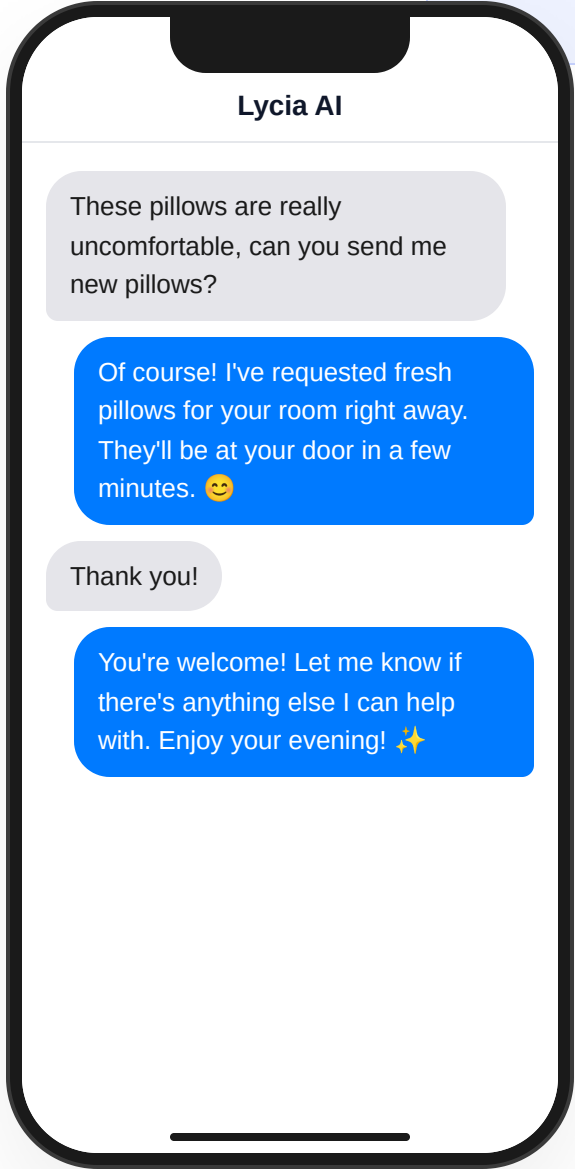


Upsell with every service and generate more revenue





Use our AI's emotional intelligence to address issues before they become a problem



Lycia AI

These pillows are really uncomfortable, can you send me new pillows?

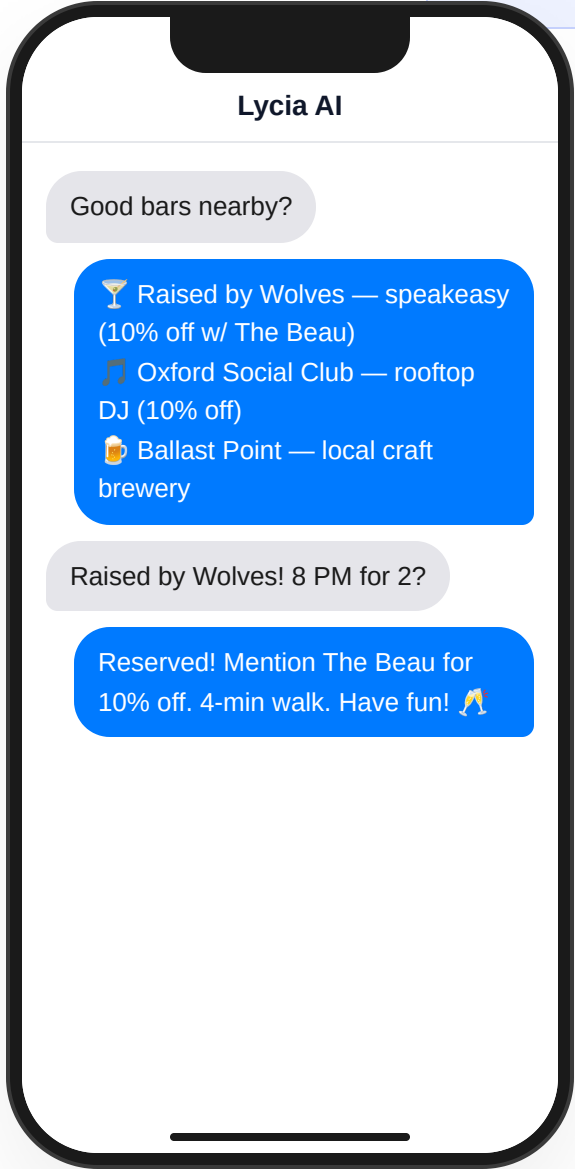
Of course! I've requested fresh pillows for your room right away. They'll be at your door in a few minutes. 😊

Thank you!

You're welcome! Let me know if there's anything else I can help with. Enjoy your evening! ✨

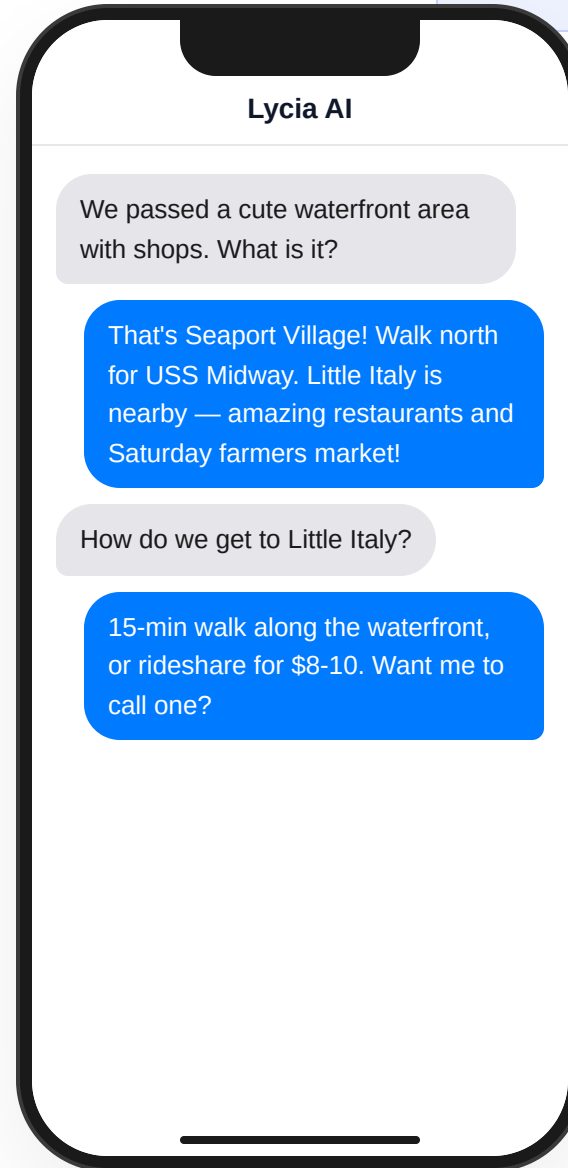


Earn more revenue from your guest activities outside of your hotel



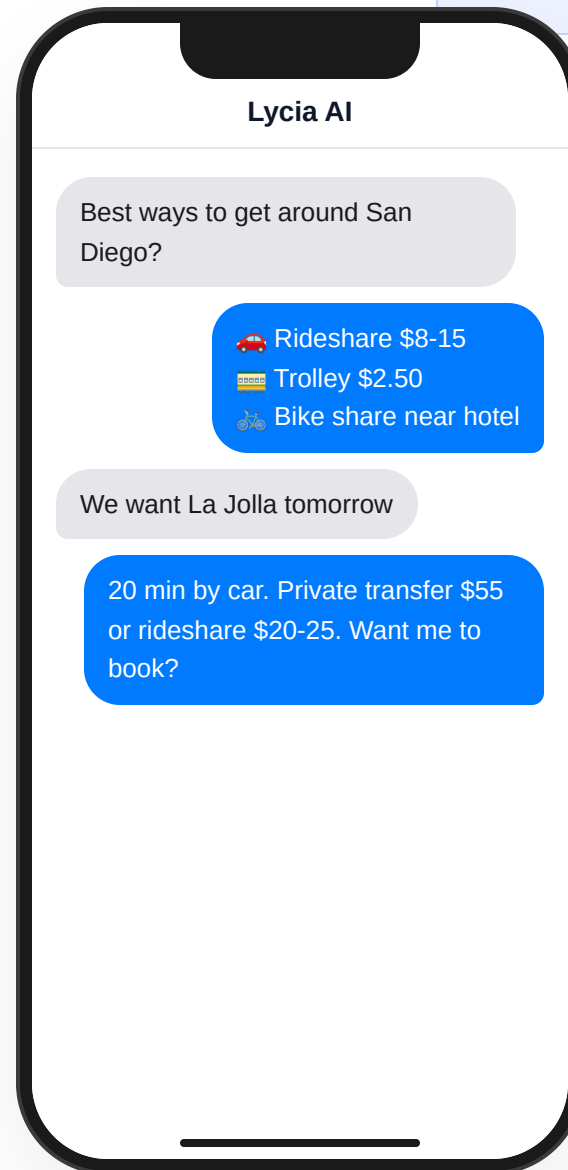


Provide that extra step by guiding guests outside of the hotel





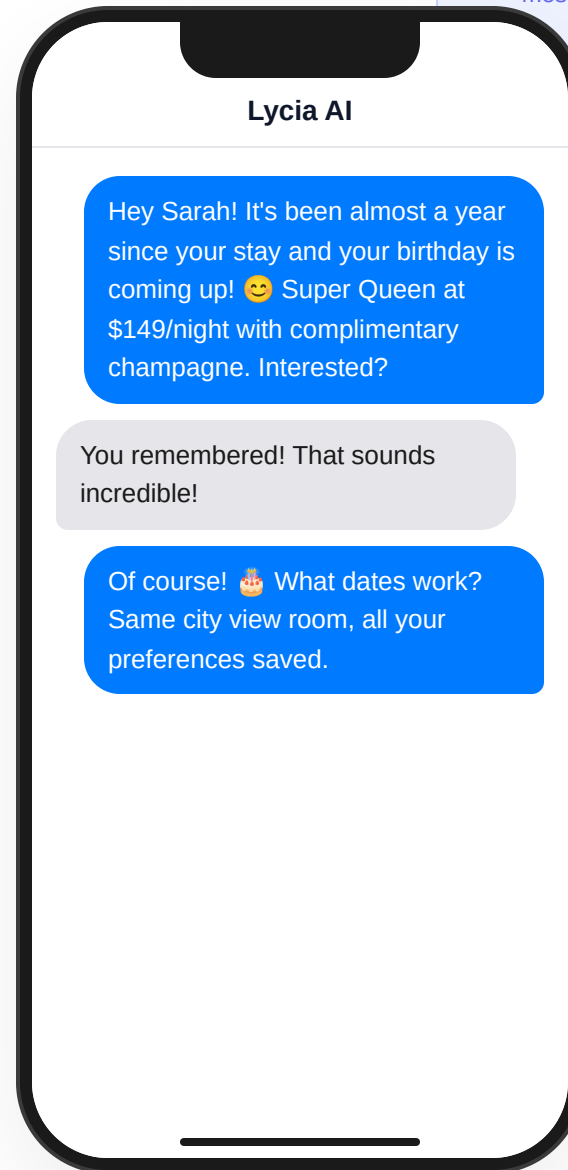
Make everything easier for your guests  
and help them travel worry-free





STEP 10 — RE-ENGAGEMENT (1 YEAR LATER)

Engage with your guests with personalized messages after they leave to increase retention rate



# One AI agent. Every moment.

*From first message to next visit — Lycia is always there.*



STEP 1  
Booking



STEP 2  
Trip Planning



STEP 3  
Airport Transfer



STEP 4  
Welcome



STEP 5  
Room Service



STEP 6  
Quick Request



STEP 7  
Nightlife



STEP 8  
Exploring



STEP 9  
Transportation



STEP 10  
Re-engagement

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