

front desk

DESIGNED FOR HOSPITALITY

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Digital is in our DNA. Hotel Link is much more than a tech company.

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Created to help you organize your daily accommodation tasks.

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who we are

Digital is in our DNA. Hotel Link is more than a tech company. We are creators, innovators and builders committed to revolutionizing how the hospitality industry markets their accommodation to guests.

Hotel Link was founded in 2011 by the WHL Group and Tourism Holdings to create a better digital marketing experience for your accommodation. Since launching, we have been working around the clock to help hoteliers and property owners grow their business by leveraging the latest technology can offer.

what we do

Digital optimisation, simplified. With a clean interface and friendly individuals behind the brand, Hotel Link empowers accommodation providers with technology solutions and digital marketing services without any technical jargon. We help them to build an effective online presence, further their sustainable business model and market brands in the digital world. From booking engines to beautiful websites, Hotel Link has all of them on a single, secure platform.



CHANNEL MANAGER

Connect to the world. Manage your online inventory distribution.



REPUTATION MANAGER

Monitor what is said online about your accommodation.



DIGITAL MARKETING

Optimise your multi-channel and cross-channel marketing campaign.



BOOKING ENGINE

Provide a modern and user-friendly booking process to your guests.



FRONT DESK

Organise with efficiency the daily operations at your accommodation.



WEBSITE

Showcase your accommodation with a beautiful and well-designed website.

why hotel link

GLOBAL REACH

With Hotel Link, your global presence is easily achievable. We can make you expand your reach. Rooms to guests - it's that simple.

COMPETITIVE PRICING

Less for more is our motto. Hotel Link is built to help you grow your business. We put you first by giving you the best valued digital solutions.

SUPPORT TEAM

We've got your back. Whenever you need help we are here for you. We are always prepared to give you a hand with whatever you need.



front desk

A selection of modern front desk solutions is available to help you organise your daily operations at your hotel or resort. Reach out to your guests in a myriad of ways.

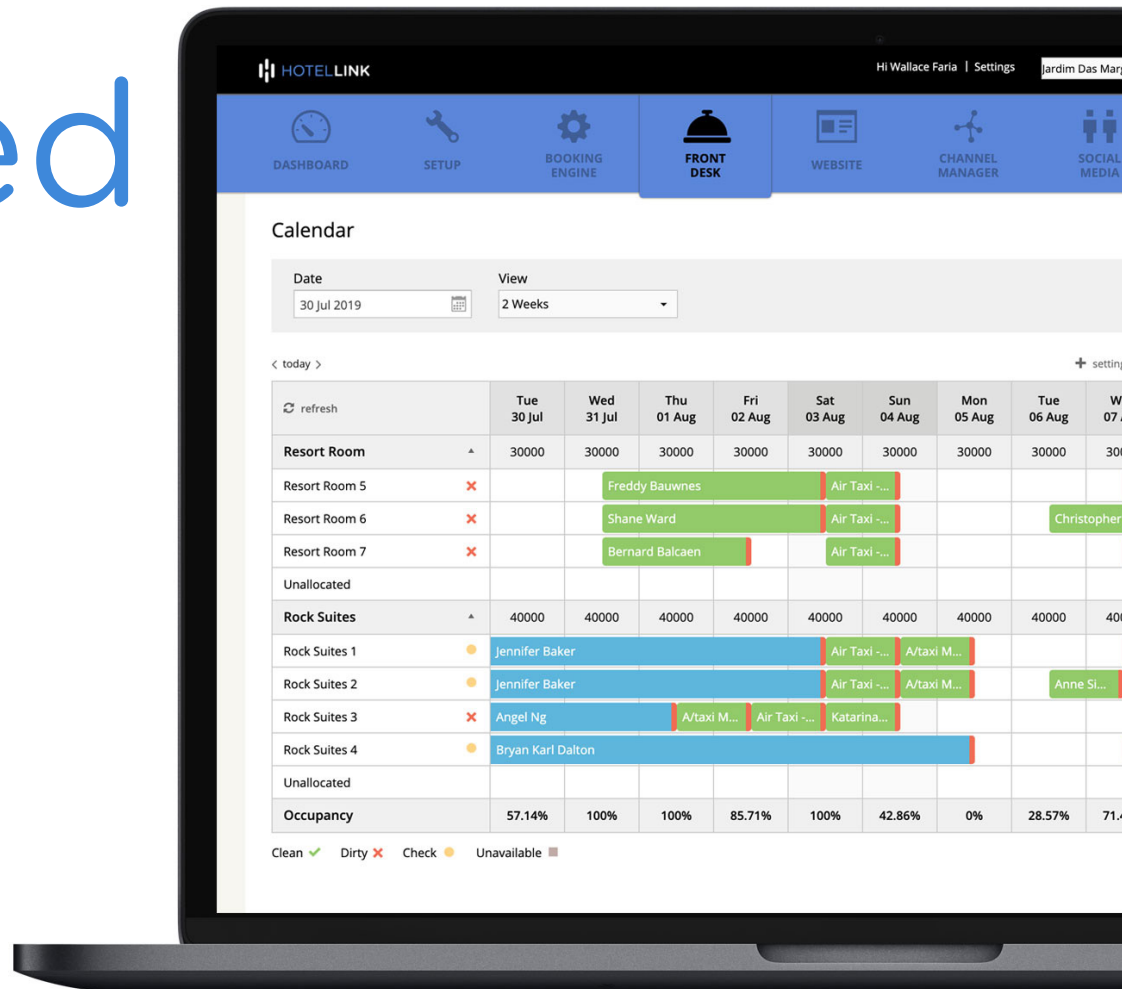
It is designed for small to medium sized accommodations. A simple, low cost, and very intuitive system that integrates seamlessly with our booking platform.

[learn more](#) ▼

color-coded calendar

The calendar allows front desk staff to see at a glance what is going on. Several key features stand out like color-coded status, drag-drop function for quick updates, access to guest booking details, rates and occupancy data.

All you need to organise your accommodation's daily operations.



booking color status

Every guest booking is colour coded to reflect status (completed, operational, and confirmed) with an additional red tag for outstanding payments. Having all your bookings colour coded helps you to visually understand your hotel situation in any given date.

access to bookings

See the basic booking details just by 'mouse-over' the guest entry. A double click on the entry opens the full booking details, enabling you to check guests in and out, update payments or add extras. Everything is made to make it easy and fast.

housekeeping module

The housekeeping tools allow you to manage room cleaning statuses and housekeeper teams. With a colour coded interface, the Housekeeping module helps you to visualize the status of all rooms and assign tasks to housekeepers via SMS. Housekeepers can be added and managed individually at a room/bed level.





guest messages

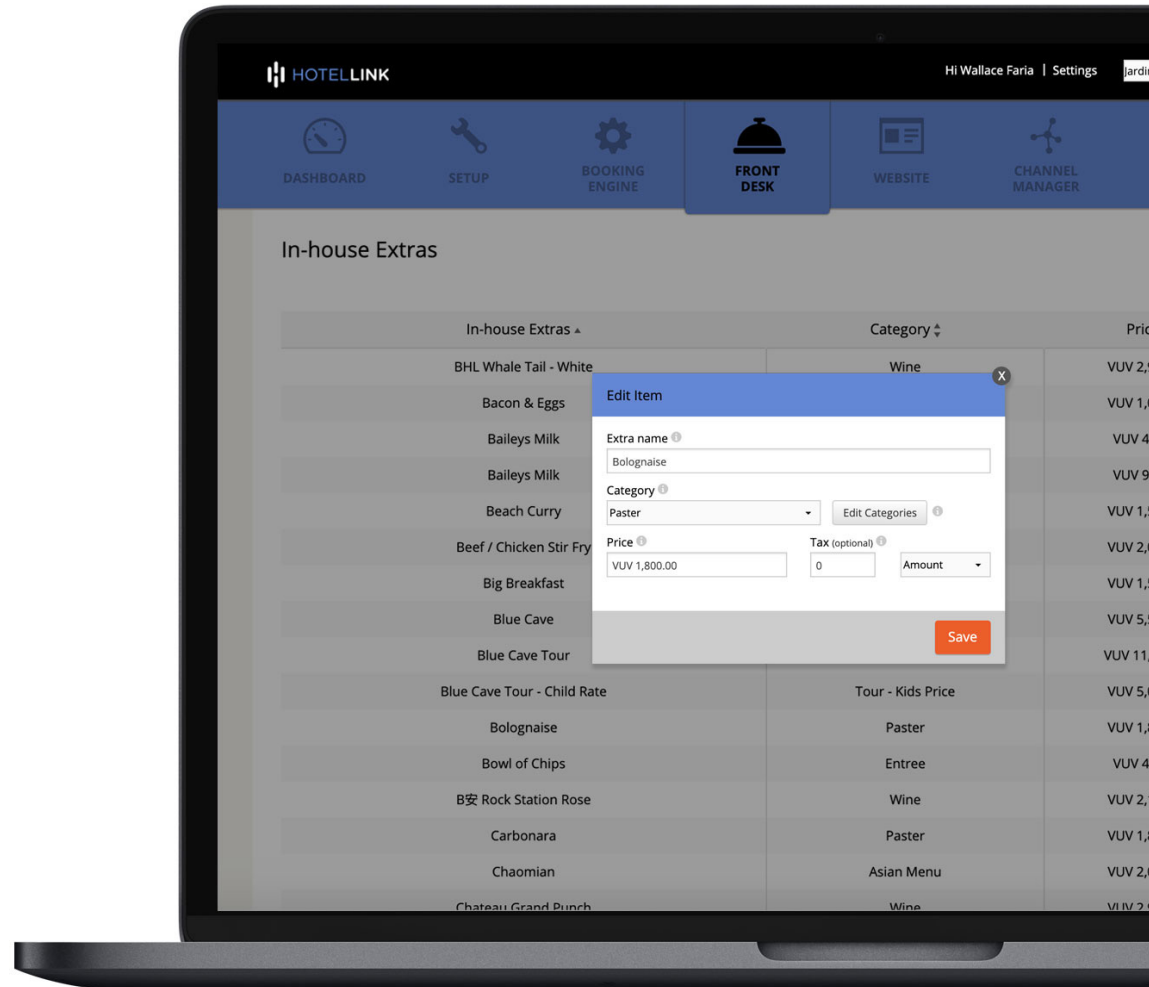
Our Front Desk system allows you to create a pre-arrival template email for guests (e.g. to remind them of the booking and transport to the hotel) and a post-departure email (e.g. to thank them for their stay and provide a link so they can give their feedback).

You can set when (before/after the stay) the emails will be sent.

in-house extras

When tracking your guest consumption, you may want to consider having a ready-to-go list of all your in-house extra services that can be easily added to your guest reservation record.

Hotel Link provides a module where you can create a variety of added extras separated by categories.



main features



ROOM ALLOCATION

Easily assign guests to a specific room at any time, and make changes with a simple drag and drop capability.



DAILY OCCUPANCY

Your staff has easy access to see at a glance which rooms are occupied, along with check-ins and check-outs.



BOOKING MANAGEMENT

Filter results to include bookings based on the booking date, check-out date or check-in date.



GUEST INVOICE

The Front Desk generates the final account for the guest on the letterhead of your hotel.



DAILY ROOM RATES

The room rate is also shown directly on the calendar to give you a glimpse of the best room rate.



PAYMENT STATUS

View each guest's balance and amount due to avoid confusion and missed payments, or overpayments.



IN-HOUSE EXTRAS

Easily add in-house extras to guest bookings at any time. Keep guest consumptions updated.



ROOM CLOSURE

Block off rooms in advance or at a moment's notice to allow for events like maintenance or renovations.



EASY-TO-USE INTERFACE

The intuitive Front Desk interface is simple yet powerful, with user-friendly tools and guidance along the way.

our clients review

“

We are really satisfied with all aspects about working with Hotel Link. The responsive website they provide brought great results to our hotel and allowed us to modernize our business process. Many thanks to the whole team!

POUSADA DO CAPÃO - Brazil



“

Our property is extremely satisfied with Hotel Link, we wouldn't know what to do without their products and support team. Absolutely fantastic. Hotel Link Solutions is definitely the best partner to work with!

REEF HOLIDAY APARTMENTS - Seychelles



“

Working with Hotel Link has not only been a success in sales and distribution but also a pleasure for all our hotel team. The ease of access and their sales-driven commitment guarantees our long term prosperous cooperation.

HORIZON BLUE - Greece





www.hotellinksolutions.com