



AI FOR HOTELS, RESTAURANTS & HOLIDAY HOMES · DUBAI

Reply to every guest and every review, in their language, in your voice.

We set up ChatGPT for hotels, serviced apartments, holiday-home operators and restaurant groups. It works from your brand standards, house rules, menus and SOPs, alongside the booking platforms, review sites and WhatsApp your team already uses. Your team stays in control: AI drafts, people approve.

For independent and group hotels, serviced apartments, holiday-home operators, restaurants, cafés and F&B groups.

A three-star review, answered well

Sample review for illustration

Guest review

Great location and friendly staff, but the room wasn't ready until 4:30 pm and nobody told us. 3/5

Front office manager · drafted by AI

Thank you for your kind words about our team and location. You're right that a 4:30 pm room with no update isn't the welcome we aim for, and I'm sorry. We've since changed our process so guests get a text as soon as their room is ready. We hope to welcome you back. Sara, Front Office Manager

Does this sound like your property?

Guests write from everywhere, in every language, at every hour. Every review is public. And the team turns over faster than training can keep up.

Reviews waiting for replies

Dozens of reviews a week across platforms, and replies that sound copied.

Guests in many languages

Arabic, Russian, Chinese, German and Hindi speakers expect messages they understand.

"Is this dish nut-free?"

Allergen questions need exact, safe answers every time, from every staff member.

Group enquiries

Corporate and wedding enquiries need a tailored proposal fast, or the booking goes elsewhere.

New staff, every month

SOPs exist, but nobody reads a 60-page manual in their first week.

The GM is the bottleneck

Occupancy, complaints and issues are scattered across reports and chats.

Eight ways AI can help your hotel or restaurant this month.

Each one is built on **your** standards, menus, rules and voice. You don't need a new PMS.

Reviews

1. Review replies in your voice

Each review gets a specific, warm reply that addresses what the guest actually said.

TODAY

Copied replies, or none at all.

WITH AI

Every review answered properly.

Guest messaging

2. Pre-arrival and in-stay messages

Arrival details, house rules and offers in the guest's language, drafted from your templates.

TODAY

English-only templates.

WITH AI

Guests understand, and arrive prepared.

F&B

3. Menu and allergen answers

Answers from your verified allergen matrix, with anything uncertain sent to the kitchen.

TODAY

Depends on who is asked.

WITH AI

The same safe answer every time.

Sales

4. Group and banqueting proposals

Enquiries become a proposal with rooms, menus, spaces and rates from your sheets.

TODAY

Proposals take days.

WITH AI

A tailored draft the same day.

Training

5. SOPs into staff training

Long SOPs become short role guides, quizzes and checklists in staff languages.

TODAY

Manuals nobody reads.

WITH AI

Training staff actually use.

Holiday homes

6. House rules and check-in guides

Property-specific guides and replies for holiday-home guests.

TODAY

The same questions on every stay.

WITH AI

Guests find answers before they ask.

Service recovery

7. Complaint replies and follow-ups

Calm, specific replies to complaints with the agreed gesture, for the manager to approve.

TODAY

Defensive or late replies.

WITH AI

Problems handled quickly and well.

Management

8. GM's daily brief

Occupancy, arrivals, VIPs, complaints and maintenance turned into a one-page morning brief.

TODAY

Information scattered across reports.

WITH AI

One clear picture every morning.

What your team would actually see.

Three everyday jobs. We can run any of these live with your own reviews, menus or SOPs.

Allergen check

From your verified allergen matrix

Dish	Nuts	Gluten	Dairy
Grilled hammo ur	No	No	Butter sauce: yes
Lamb ouzi	Almond s: yes	No	No
Kunafa	Pistachi o: yes	Yes	Yes

Anything not in the matrix: "Let me check with the kitchen." Never guessed.

Pre-arrival message in German

From your template · sample booking

Reservations · drafted by AI

Guten Tag Herr Weber, wir freuen uns auf Ihre Ankunft am 14. November. Check-in ab 15 Uhr; Ihr Flughafentransfer ist für 13:20 Uhr bestätigt. Darf ich einen Tisch im Restaurant für Ihren ersten Abend reservieren?

Guest

Ja gerne, 20 Uhr für zwei Personen.

SOP to training card

From a 6-page room-service SOP

Step	Standard
Answer	Within 3 rings, greet by name
Repeat	Read the order back, confirm allergies
Time	Give an honest delivery time
Deliver	Knock, announce, offer to set up

Quiz and translated versions generated from the same card.

Reviews, dishes, bookings and names shown are sample data for illustration.

Your standards, set up once and used on every shift.

01

Your business

Brand voice, house rules, menus and allergen matrix, SOPs, rate sheets and message templates.

02

ChatGPT, set up for you

We turn that knowledge into reusable Skills and workflows inside your own ChatGPT workspace.

03

Your team approves

AI drafts replies, messages, proposals and training. Staff check and approve them.

04

Same channels as today

Post on review sites, send by WhatsApp or email, and keep your PMS and POS as they are.

05 · WHAT STAYS THE SAME

No new system to learn. No loss of control.

Keep your PMS & POS

We work with the systems you already run. Nothing is replaced unless you want it to be.

People approve

Nothing goes to a guest without your team approving it.

Allergens from your matrix

Food-safety answers come only from your verified kitchen information.

Guest data stays yours

Guest details stay in your own workspace and systems, with access you control.

Start with one job. Grow when it proves itself.

One custom Skill

AED 97

One job built on your own material, for example your review reply writer, guest message writer or allergen answer desk.

30-day refund, for any reason.

START

AED 3,500

For the GM and front office.

- Review replies
- Guest messages
- Complaint replies

GROW

AED 7,500

For front office, F&B and sales.

- Everything in START
- Allergen answers
- Group proposals
- SOP training
- Team training

RUN

AED 15,000

For several outlets or properties.

- Everything in GROW
- GM's daily brief
- Holiday-home guides
- Approvals & access rules

START, GROW and RUN are implementation fees. OpenAI subscription charges and optional monthly support are separate. Scope counts are ceilings, not targets.

Let's try it on your latest reviews.

closing

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