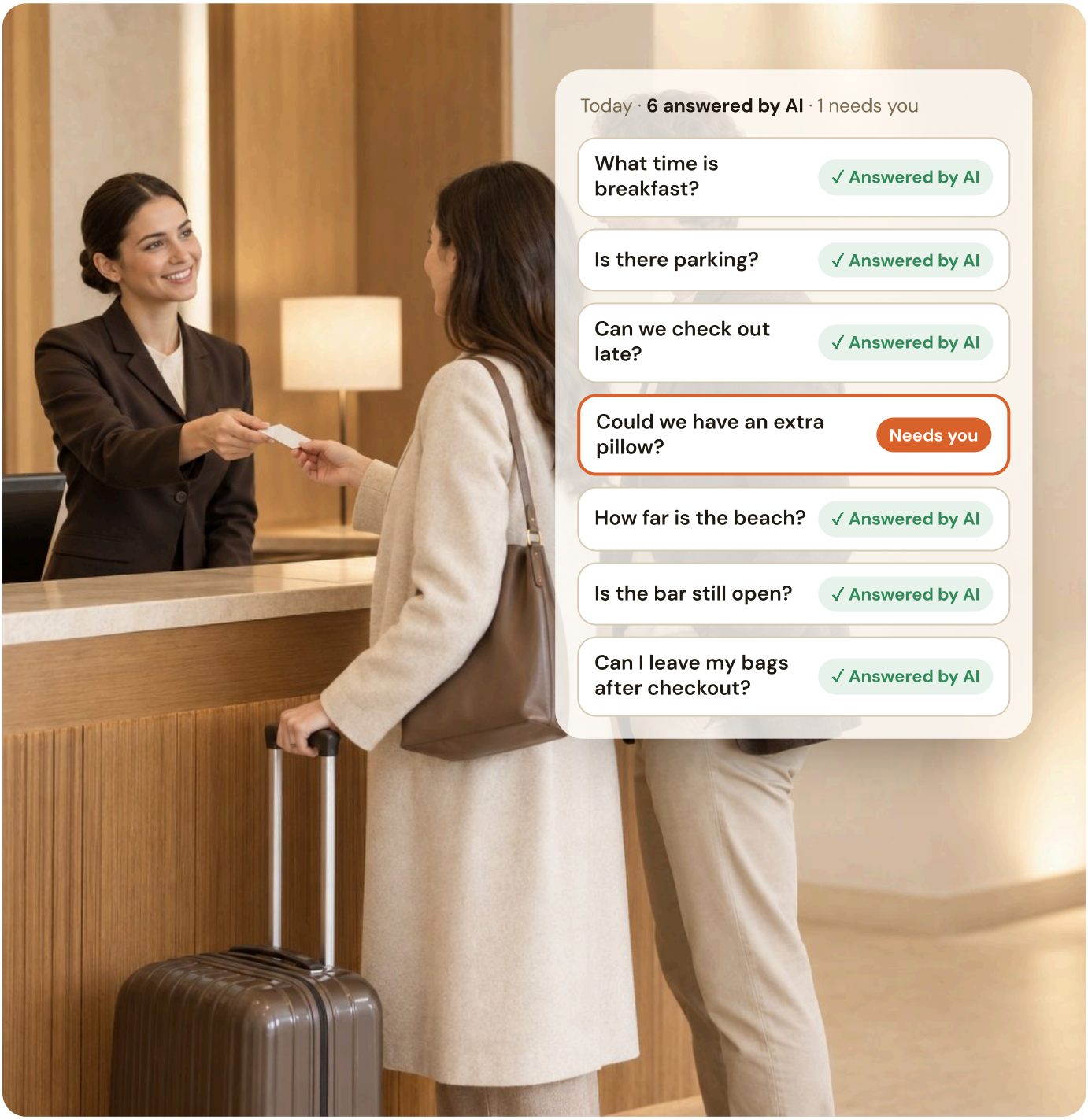
CHATGURU · FRONT DESK GUIDE

Answer once. *Never again.*

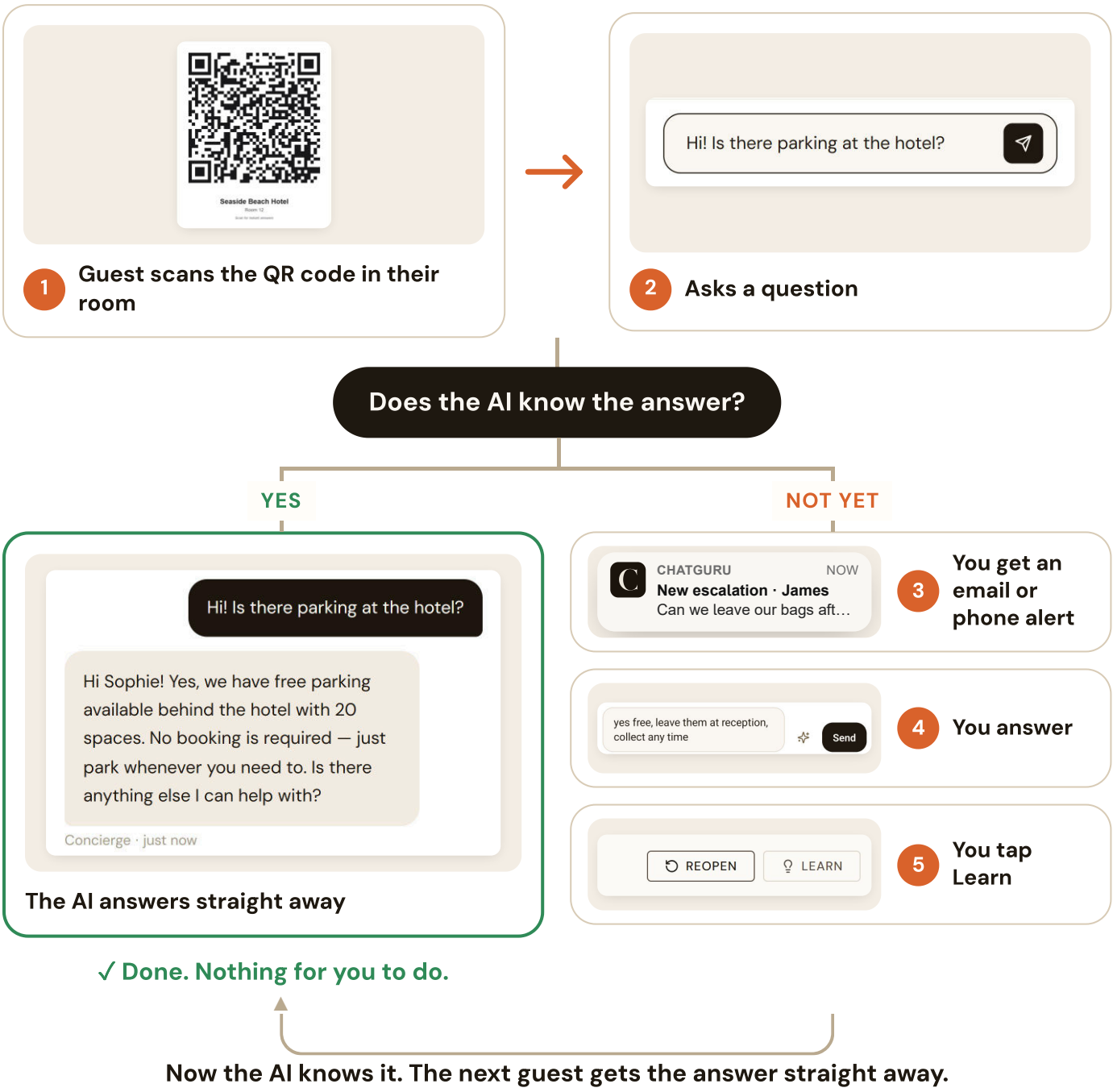
The AI answers most guest questions for you. Here's how to handle the rest in seconds, and teach it so they don't come back.



01

How it works

Guests ask ChatGuru anything. It answers what it knows, and only brings you in for the rest.



Emails go to the addresses in **Settings › Escalation**. Not getting them? Ask your manager to add you.

02

Give the full answer

Cover the whole topic once, and the AI can handle every related question after. You won't be asked twice.

ANSWERED ONE BY ONE

Where's breakfast?

In the restaurant.

What time does it start?

7am.

Is it included in my room?

Depends on your booking.

Three questions reach you, one after another.

ANSWERED ONCE, IN FULL

Where's breakfast?

Breakfast is in the ground-floor restaurant, 7–10am on weekdays and 8–11am at weekends. It's included with bed and breakfast bookings, and guests can add it at reception.

After you tap Learn, the AI answers all three.

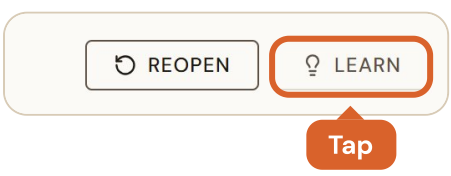
Can't offer what they asked for? Suggest an alternative: no room service, but the bar is open until 11pm.

03

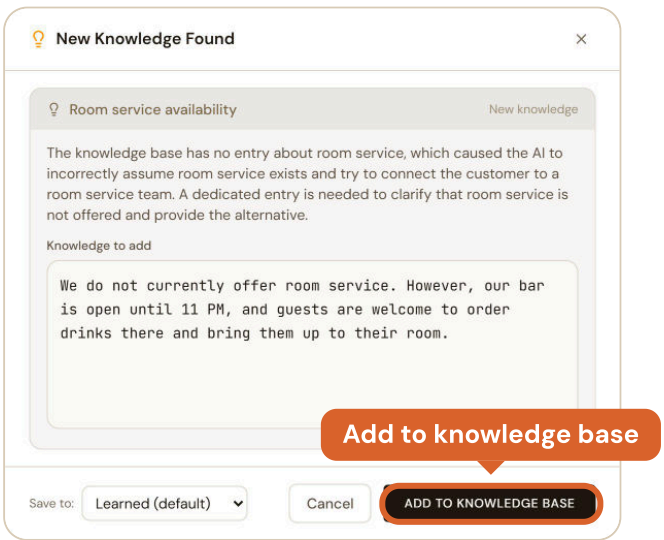
Learn

One tap after you reply, and the AI keeps your answer for every guest after.

1 Resolve, then tap Learn



2 Check what it learned, then add it



04

Enhance: five-star replies in one tap

Type it quickly, in your own words. Enhance makes it guest-ready in seconds.

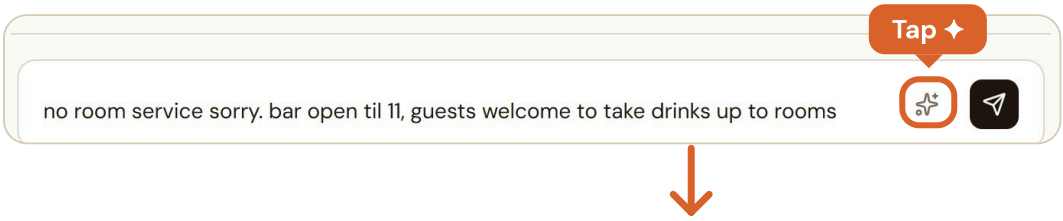
✓ Fixes typos and grammar

✓ Warm, friendly tone

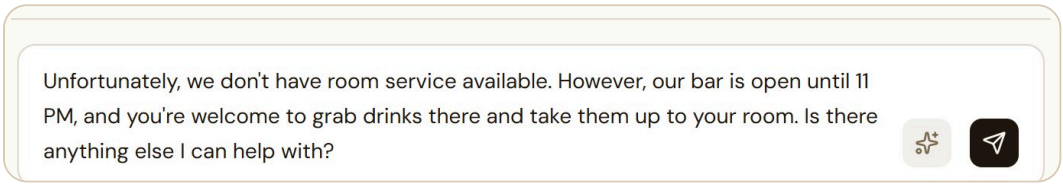
✓ In the guest's own language

✓ Clear and easy to read

1 Type a quick reply, then tap ✦



2 Check it, then send

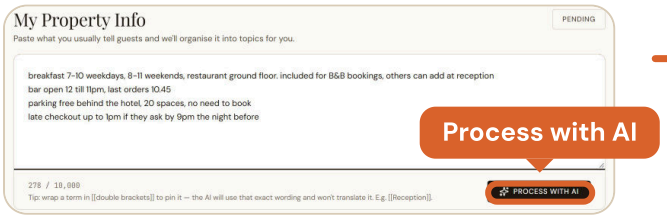


05

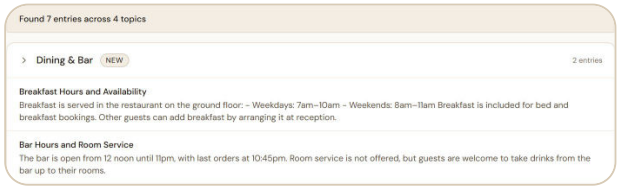
Add info before guests ask

Paste anything into My Property Info: a menu, an email, your notes. The AI sorts it into topics.

1 Paste your notes, tap Process with AI



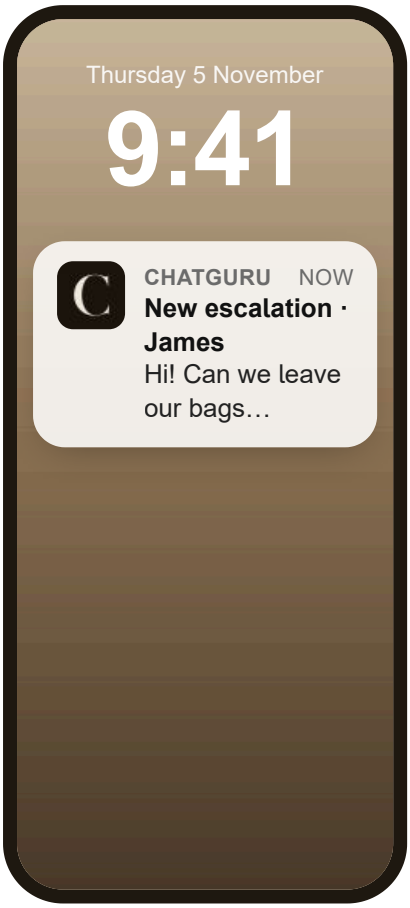
2 Check the topics it made, confirm



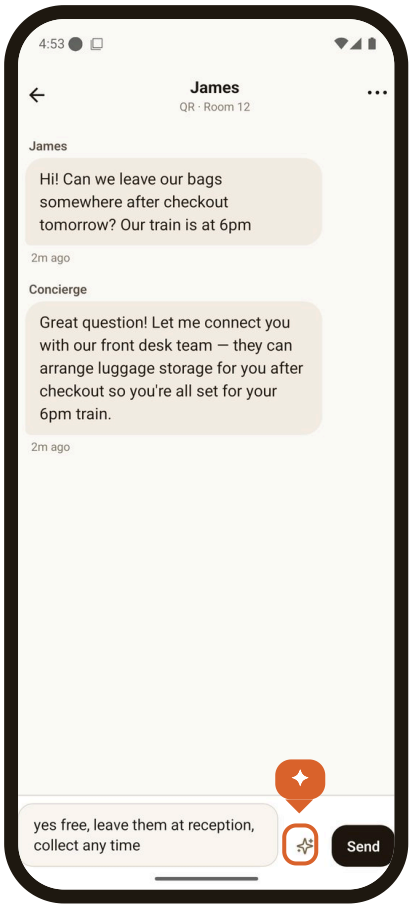
06

On your phone

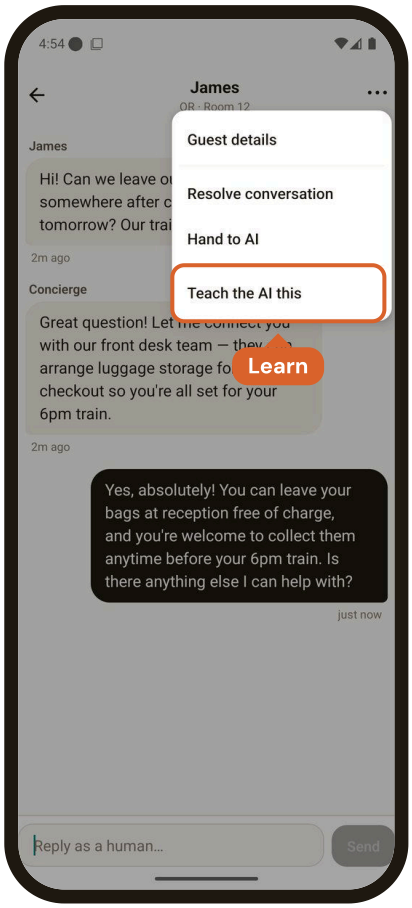
Install the ChatGuru app. Guest questions reach you anywhere in the building.



1 **A guest needs you**



2 **Type, tap ✦, send**



3 **··· › Teach the AI this**

See **“Maria is viewing”**? A colleague has it. Leave it to them.

Download on the App Store

GET IT ON Google Play