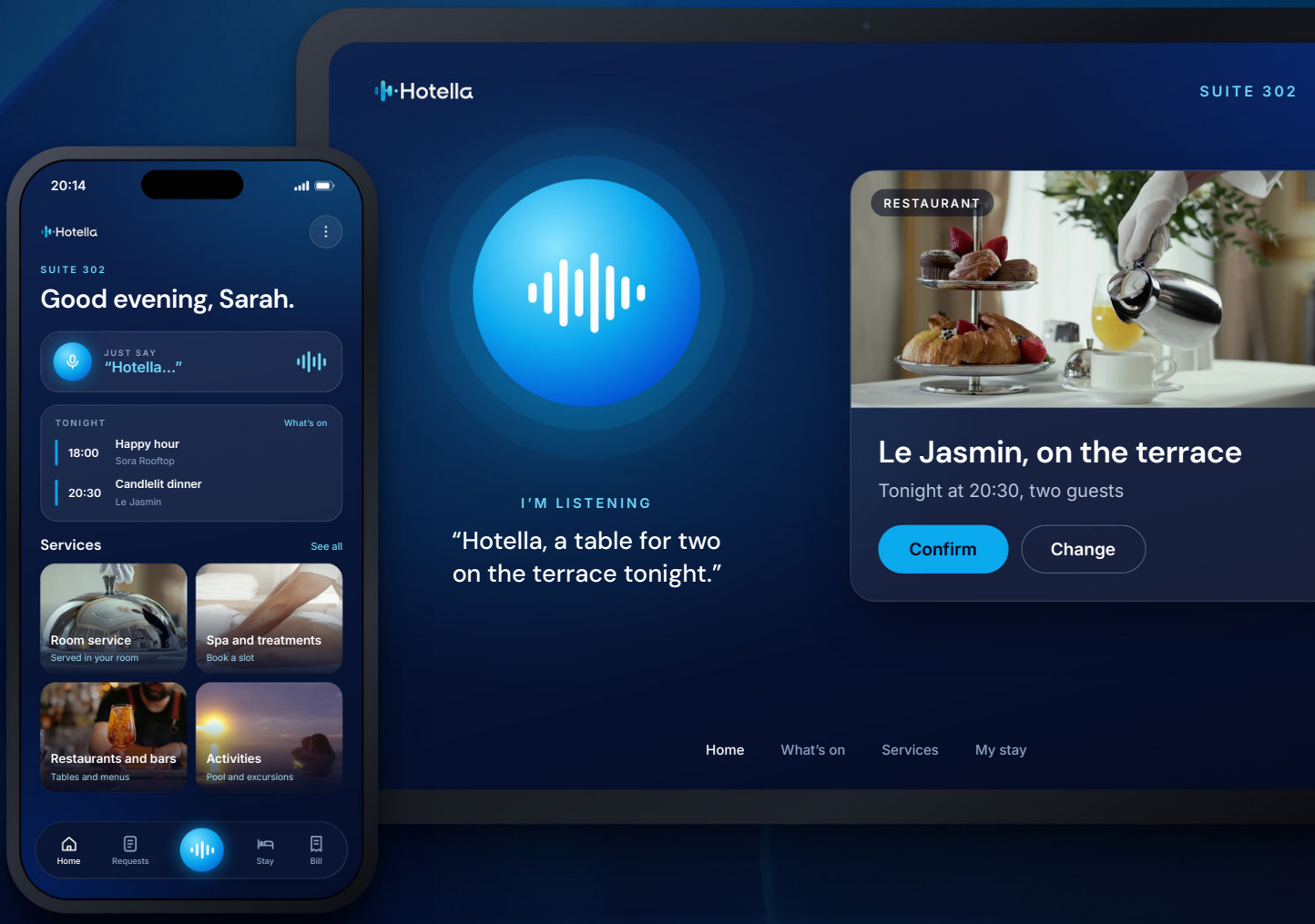
Hotella

HOTELLA.IO

Talk to your hotel.

Your hotel's AI concierge,
by voice and in writing.



HOTELLA AI AGENT · HOTELLA GUEST APP · HOTELLA TAB · HOTELLA PILOT



WHAT YOU NEVER SEE

Your guests don’t complain. They give up.

The front desk line is busy. The room service menu is still in the drawer. Booking a spa treatment meant going downstairs, waiting and explaining. So the guest gives up. They don’t complain: they simply don’t order, don’t book, and sometimes don’t come back.

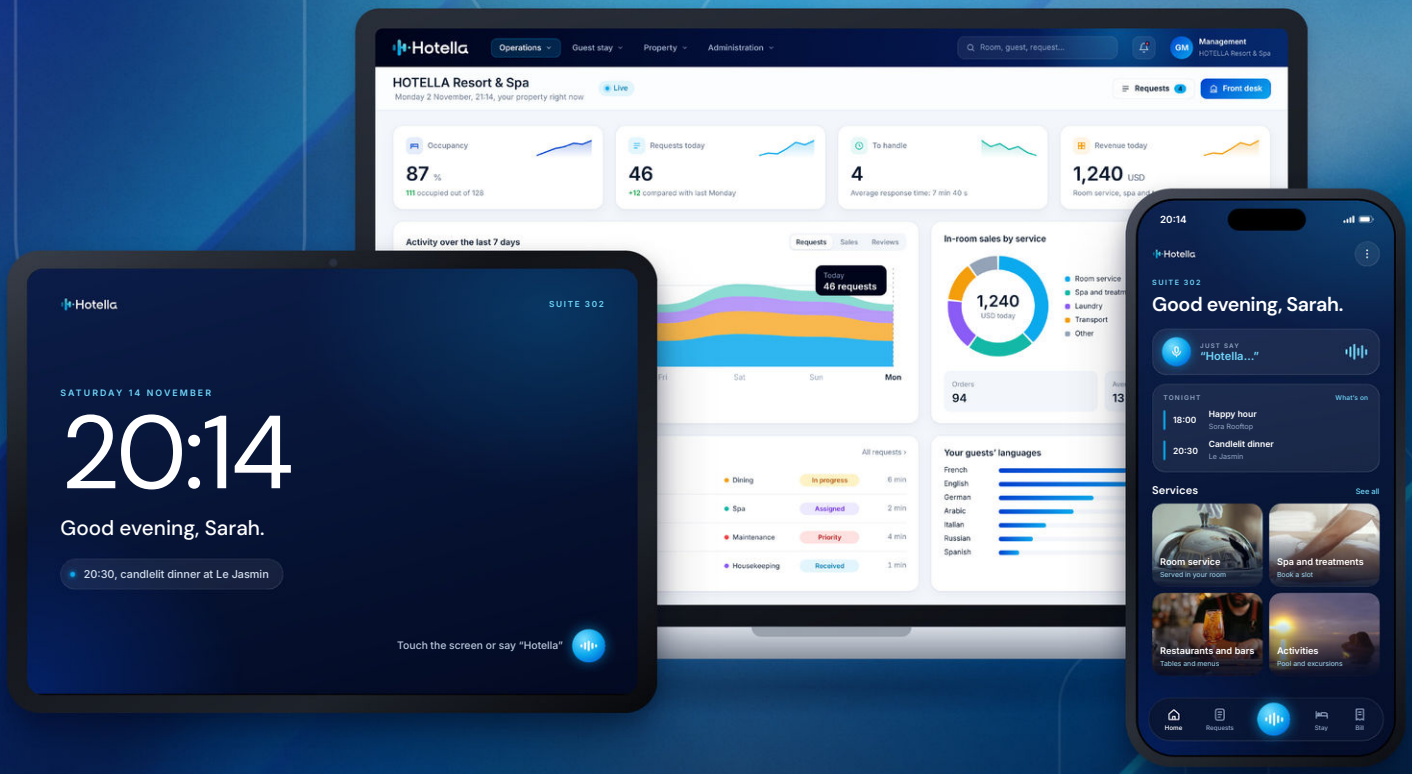
Every time a guest gives up, it is an order you never saw.

THE PLATFORM

Hotella

One platform. Four solutions.

HOTELLA gives every guest a simple way to talk to your hotel, by voice or in writing, in their own language, from their room. Every request reaches the right department, already assigned, and you follow everything in real time.



01

Hotella AI Agent

The concierge that understands, and acts.

02

Hotella Guest App

Your whole hotel on the guest's phone, from a QR code.

03

Hotella Tab

The in-room tablet, by touch or by voice.

04

Hotella Pilot

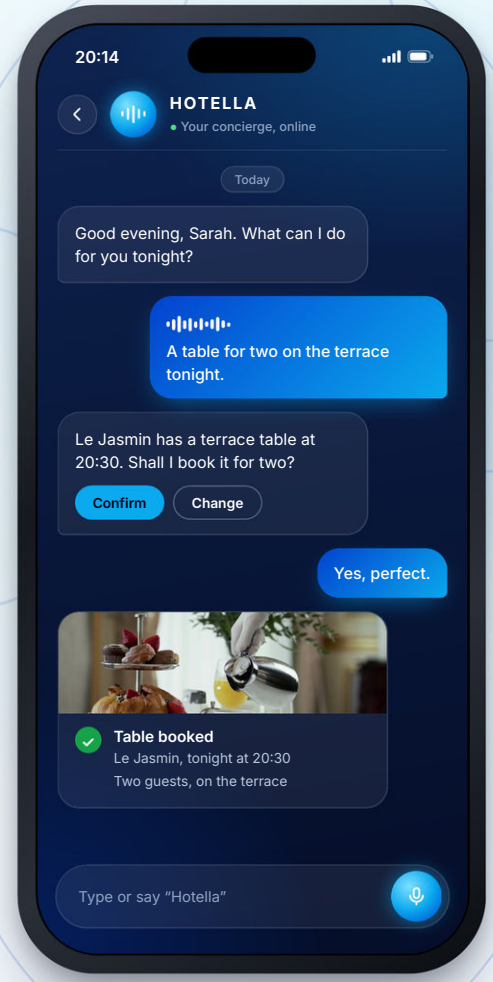
Your hotel in real time, on a single screen.

Nothing for your guests to download. No server to install on site. And the platform in your colours.

HOTELLA AI AGENT

It doesn’t just reply. It acts.

The guest says “Hotella”, or types a request. The concierge understands what they want, suggests the right options, asks for confirmation, then passes it to the right department.



01

It understands

“Something light” becomes a selection from your menu.

02

It suggests

Three dishes, three treatment slots, three taxi times.

03

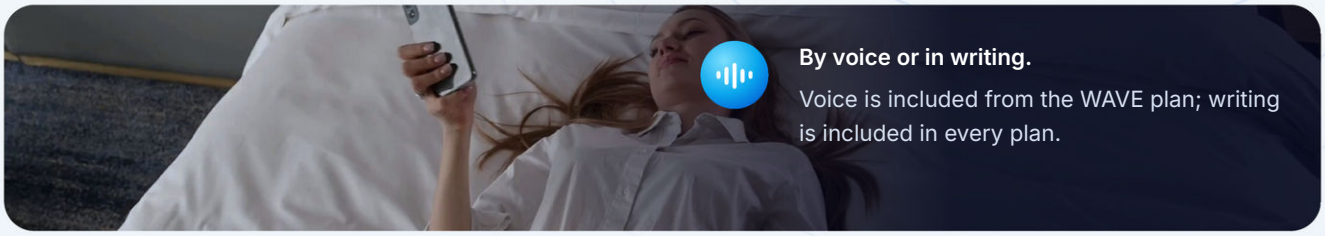
It asks for confirmation

Nothing is sent without the guest’s explicit consent.

04

It takes action

The request reaches the right department, already assigned.



By voice or in writing.

Voice is included from the WAVE plan; writing is included in every plan.

7

SEVEN LANGUAGES

Every guest is welcomed in their own language.

Bonjour FRENCH	Hello ENGLISH	مرحبا ARABIC	Hallo GERMAN	Ciao ITALIAN	Hola SPANISH	Привет RUSSIAN

HOTELLA GUEST APP

A QR code on the wall. Nothing to download.

The guest scans, and their stay opens in their name, in the language of their phone. From check-in to check-out, the whole hotel fits in their hand.



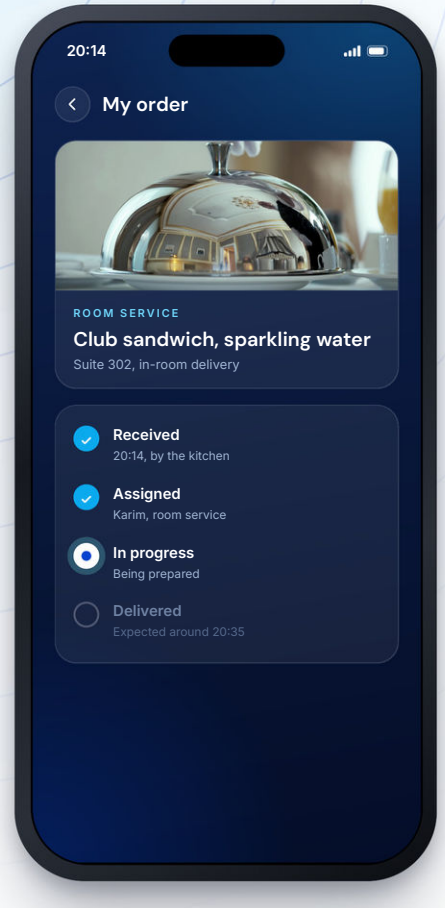
01 Order
Room service, minibar, bar.

02 Book
Spa, treatments, restaurants, excursions, activities.

03 Request
Housekeeping, linen, maintenance, transport.

04 Track
Every request shows its status, from receipt to delivery.

05 Give feedback
During the stay, before departure.



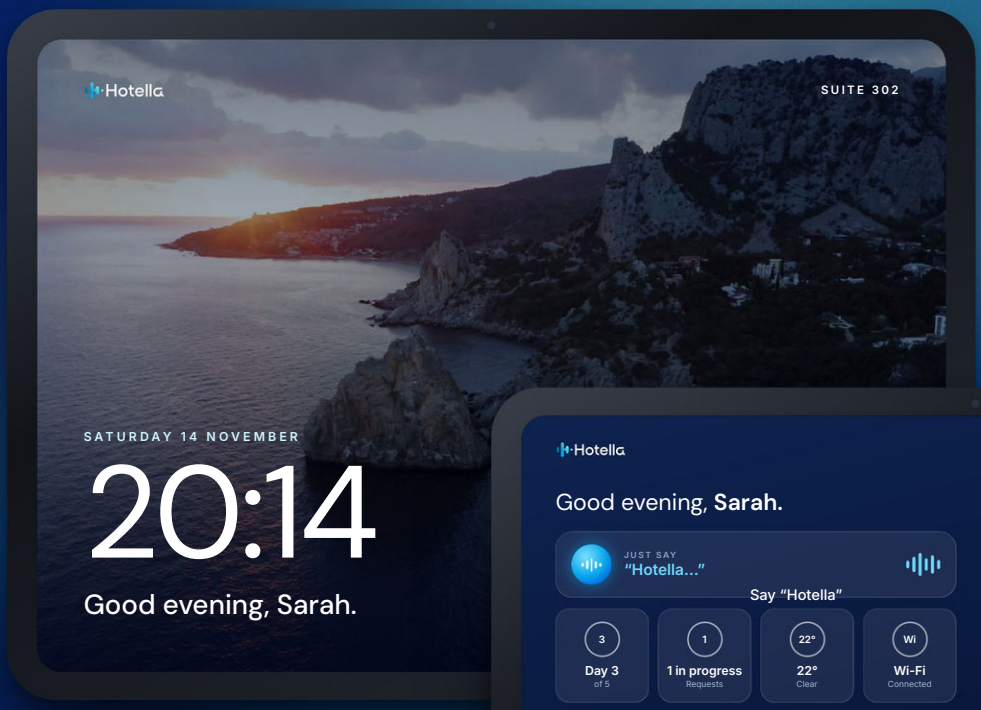
PRINTED ONCE

The QR code belongs to the room, not the stay. It never changes.

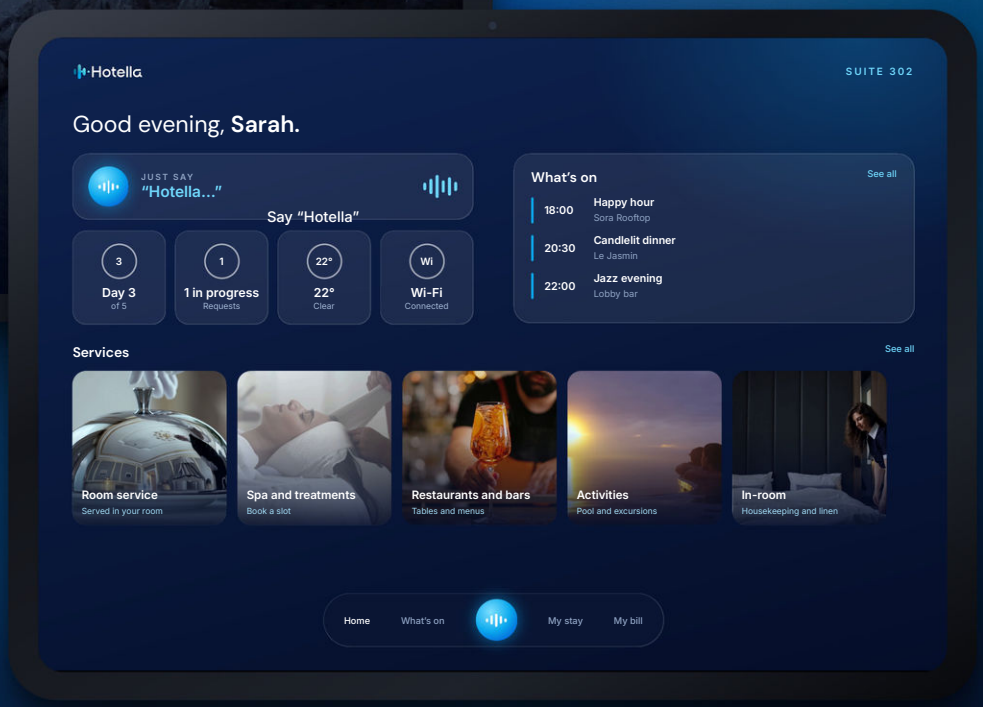
HOTELLA TAB

The suite that answers you.

Placed in the room, the tablet welcomes the guest by name, in their language. They touch the screen, or simply say “Hotella”.



STANDBY



HOME

On standby

A photo of your hotel, the time, and the guest welcomed by name.

On the home screen

The concierge, today’s programme and all your services, by touch or by voice.

At night

A discreet night mode that wakes no one.

Remotely

Every tablet monitored from Hotella Pilot.

In your colours. The tablet takes on your hotel’s brand: colours, logo, photos. Up to 15 tablets with WAVE, unlimited with SIGNATURE.

HOTELLA PILOT

Your hotel in real time, on a single screen.

Management sees what is happening. Each department sees what is waiting.





01 What needs attention
Unassigned requests move to the top, with the time elapsed.

02 What came in
Today's orders and bookings, compared with yesterday.

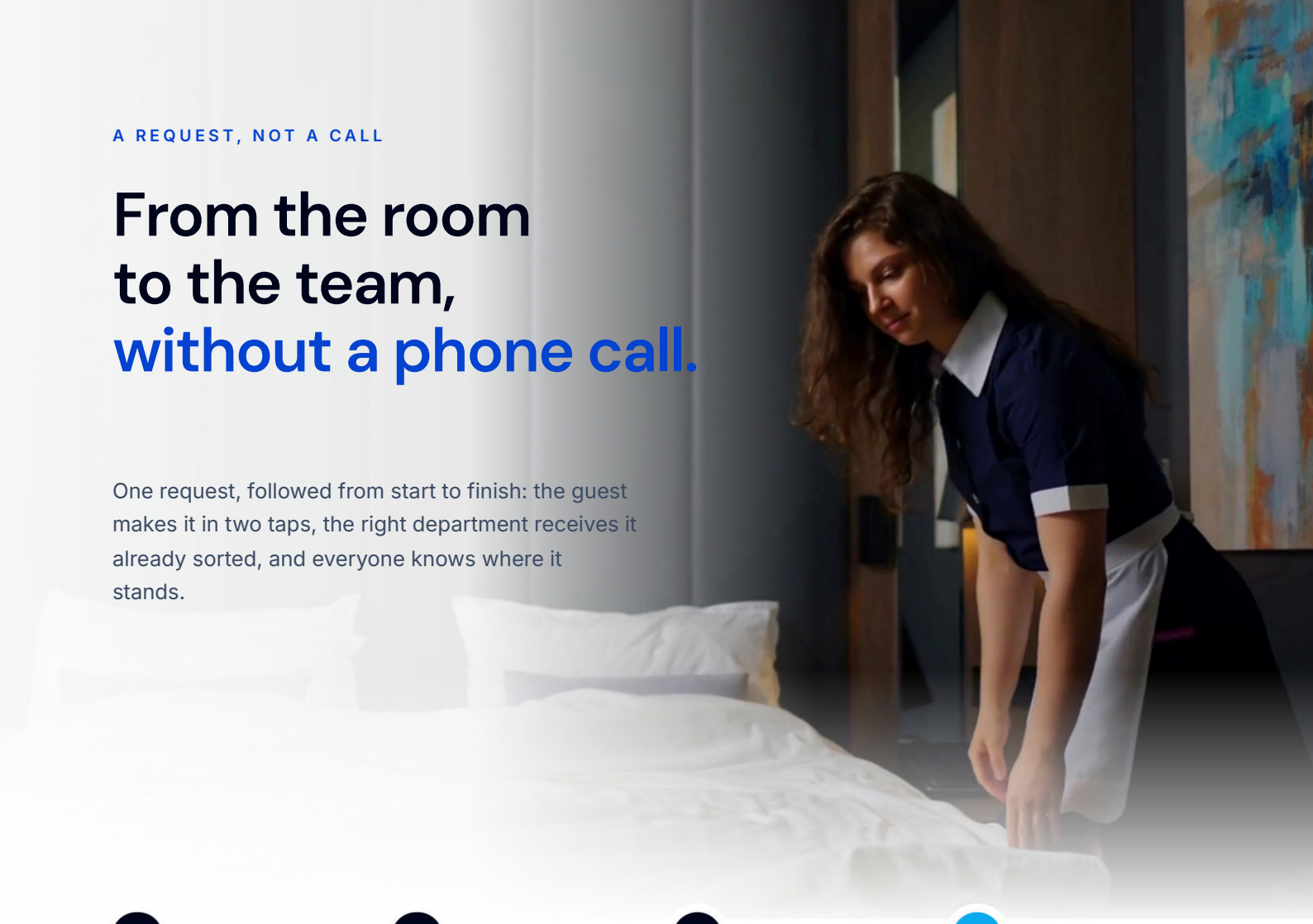
03 Where the workload is
By building and by floor, the wing asking the most.

04 Who did what
Every request records who handled it, and how quickly.

Catalogue, programme, staff, reviews: everything is managed in one place.

A REQUEST, NOT A CALL

From the room to the team, without a phone call.



One request, followed from start to finish: the guest makes it in two taps, the right department receives it already sorted, and everyone knows where it stands.

1

The guest asks

From their phone or the tablet, in writing or by voice.

"Two towels, please."
Room 305, 21:10

2

The department receives it

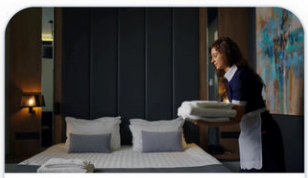
The request reaches housekeeping on the right floor, linked to the room.

HOUSEKEEPING, 2ND FLOOR · New
Room 305
Two bath towels
1 min ago

3

The team acts

They take the request, handle it and close it.



N Nadia takes the request

4

The guest is kept informed

Every step appears on their screen, live.

Delivered
Your towels have arrived. Have a lovely evening.

A complaint resolved before departure never becomes a bad review.

THE FOUR LEVERS

What you gain.
And what you stop losing.

Four moments every hotel knows. What happens today, and what changes with HOTELLA.

01 What guests order



WITHOUT HOTELLA

10 pm. The guest is hungry. The front desk line is busy and the menu is still in the drawer. He gives up.

WITH HOTELLA

He says “Hotella” or opens the app, picks a club sandwich and confirms. The order goes straight to the kitchen.

WHAT YOU GAIN | **One more order, every evening, in every room where a guest was hesitating.**

02 What guests book



WITHOUT HOTELLA

She thinks about a massage tomorrow. She would have to go down to the spa, wait, ask about times. She lets it go.

WITH HOTELLA

She sees the free slots from her bed, books 11 am and receives the confirmation.

WHAT YOU GAIN | **Treatments, excursions and activities booked that same evening, while the wish is still there.**

03 Reviews and complaints



WITHOUT HOTELLA

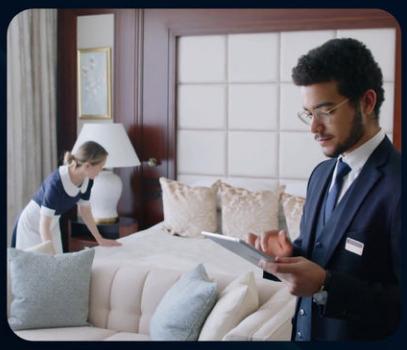
The air conditioning is noisy. The guest says nothing. He will write it in his review, after he leaves.

WITH HOTELLA

He reports it in two taps. Maintenance receives it, fixes the problem that evening, and the guest sees it done.

WHAT YOU GAIN | **The problem is solved during the stay. The review stays good.**

04 What you stop spending



WITHOUT HOTELLA

Every day, every room is serviced, even when the guest does not need it.

WITH HOTELLA

The guest chooses to skip housekeeping, or asks only for fresh towels.

WHAT YOU GAIN | **Less linen, fewer products and fewer housekeeping hours.**

And a team that answers fewer calls, and serves more.

PERSONALISATION

In your hotel, HOTELLA carries your name.

app.your-hotel.com



01

Your colours, your logo, your fonts

The app, the tablet and the concierge carry your brand, not ours.

FROM WAVE

02

Your own domain name

Your guests open app.your-hotel.com. Never an address that isn't yours.

WITH SIGNATURE

03

Your own wake word

The tablet answers to the name you choose: your hotel's.

WITH SIGNATURE

Your guests don't see software. They see your hotel.

THE PLANS

One product. Three plans.

Each plan includes the one before. You decide how far HOTELLA carries your name.

PRESENCE

The essentials, in writing.

- Guest app via QR code
- Unlimited catalogue, orders and bookings
- Requests and tracking, by department
- Daily programme
- Reviews and complaints
- Management dashboard
- AI concierge in writing, in seven languages

WAVE

With voice.

Everything in PRESENCE, plus:

- Voice AI concierge, activated by “Hotella”
- Your brand identity
- Up to 15 Hotella Tabs
- Remote tablet monitoring

THE MOST COMPLETE

SIGNATURE

In your name.

Everything in WAVE, plus:

- Your own domain name
- Your own wake word
- A personalised concierge: name, face, tone, voice
- Unlimited Hotella Tabs
- WhatsApp, from launch
- Hotella Quick Check-in, with priority access

Included in all three. Set-up and the import of your files.

Pricing on request, based on the size of your property.

COMING SOON

Two new features, already in preparation.

HOTELLA evolves with the hotels that use it. These two new features are in preparation, and presented as such.

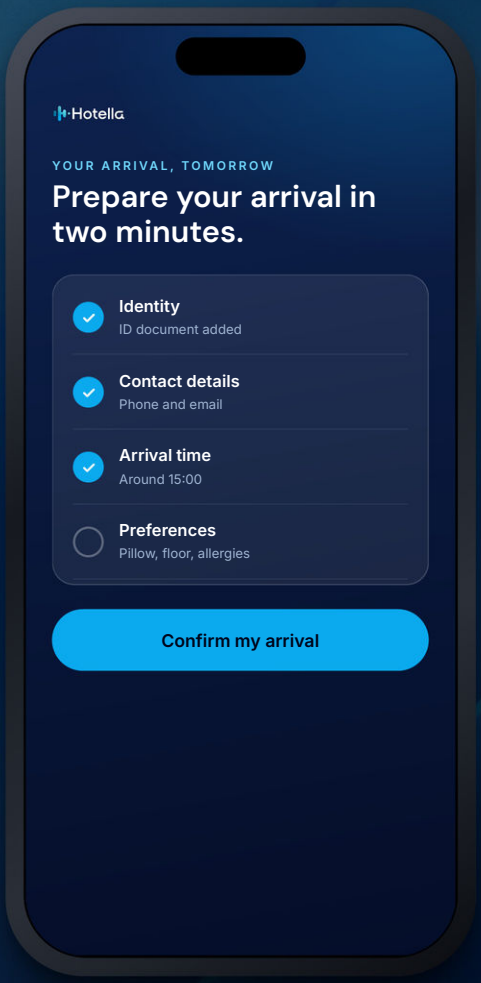
NEW SOLUTION

Hotella Quick Check-in

The guest prepares their arrival the day before, from their phone: identity, contact details, arrival time. On the day, there is no more waiting at the desk.

Connected to your reservation system, or running on its own on the platform: we define it with each property.

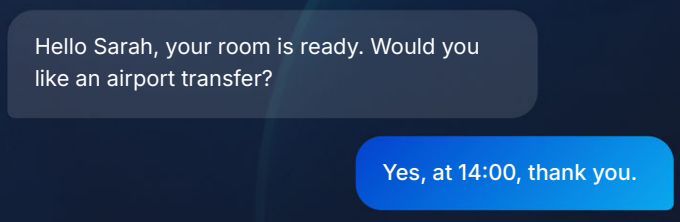




NEW FEATURE

WhatsApp

The same concierge service, in the messaging app your guests already use. Included in SIGNATURE from launch.



GETTING STARTED

Three files, three days. Your hotel is live.

Places
rooms_spaces.xlsx

Suite 301	3rd floor
Le Jasmin	Restaurant
Spa	Garden level

YOUR PLACES

Catalogue
catalogue.xlsx

Club sandwich	Room service
60 min massage	Spa
Airport transfer	Concierge

YOUR SERVICES

What's on
programme.xlsx

Aqua fitness	10:00
Happy hour	18:00
Jazz evening	22:00

YOUR DAYS

Examples, demonstration data. We fill in these three files with you.

DAY 1

Your menus and your rooms

You send us what you already have: menus, services, room plan. We fill in the three files with you.

DAY 2

We build your hotel

Import, photos, branding, departments and team accounts. You carry on running your hotel.

DAY 3

Your guests start ordering

QR codes in place, tablets activated, team trained. The first requests come in.



HARDWARE

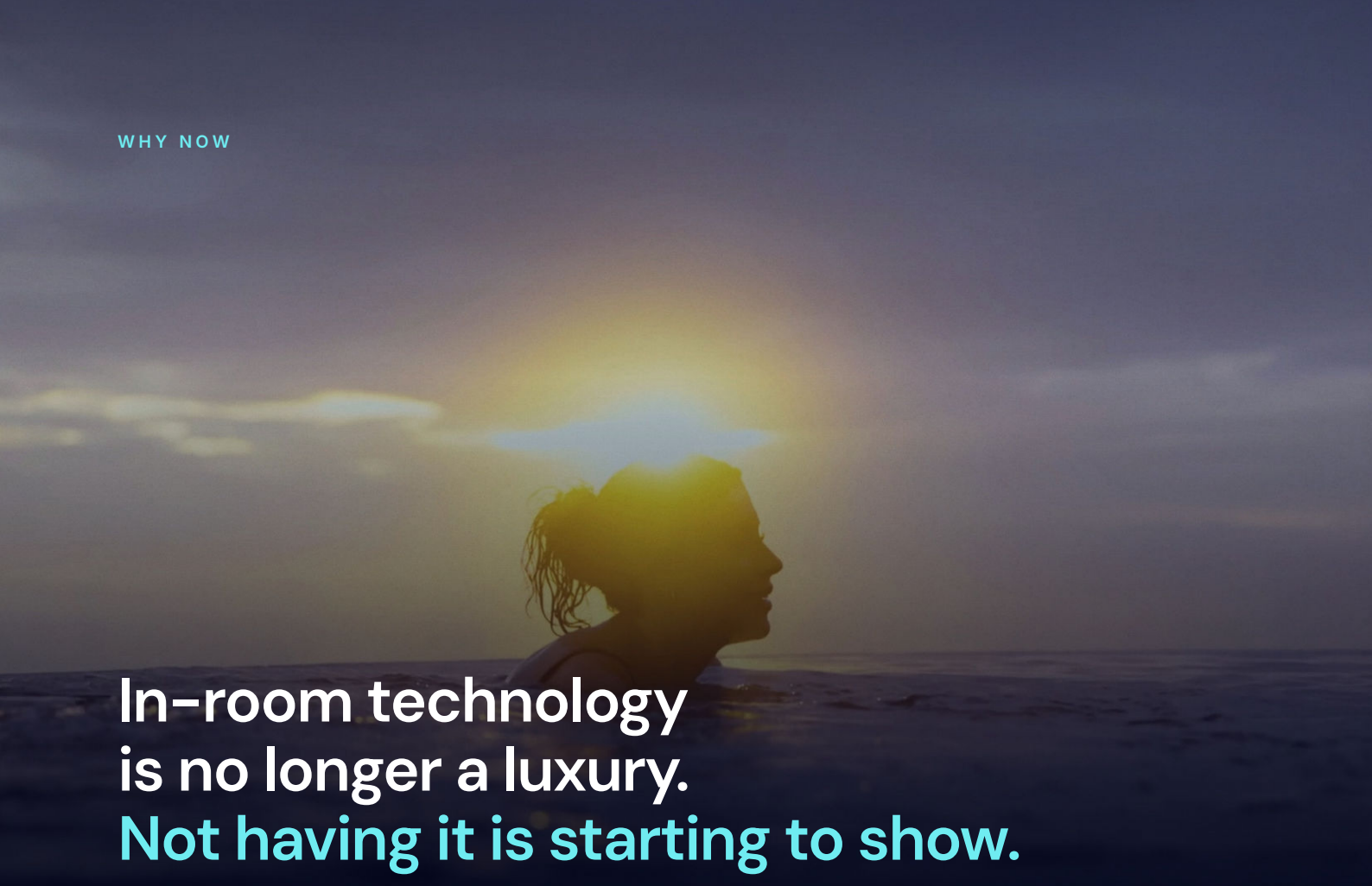
No brand imposed.

You buy your tablets to our specifications, or we supply them on quotation, installed and configured.

SUPPORT

A dedicated contact.

Reachable, attentive, and mindful of your property and your season.



In-room technology is no longer a luxury. Not having it is starting to show.

01

It is no longer a bonus, it is expected

Your guests already run their lives from their phones. What used to be a plus is now an expectation.

02

Guests talk about what surprises them

Nobody talks about a clean room. They talk about the room that answered their voice, in a review and back home.

03

No one catches up with the first

In your city, only one hotel will be the first to offer it. That is the one people will talk about.

04

Support close at hand

Seven languages, and a team that follows every property, from set-up to everyday operations.

Hotella

Talk to your hotel.

See HOTELLA live, on a fully set-up property.
Book your demonstration.

hello@hotella.io
+216 94 003 333
hotella.io

hotella-solution
hotella.io
hotella.ai

Screens shown: demonstration property.