

Celebrate!

More on-site service recoveries

Immediate training and coaching

Reduced problems

Higher scores

Discover and Resolve Problems *Before* Check-Out, *Before* Surveys and *Before* TripAdvisor®

Mid-Experience Powered By AI

Now more than ever hoteliers need continuous, actionable insight into rapidly changing guest expectations and behaviors. VOC Systems addresses this need with a uniquely powerful approach to improving the guest experience *during the experience*. Introducing ExpressWay™ -- a solution that starts with a simple channel to share experiences with the General Manager, and ends with dramatic improvements in engagement, culture, and performance.

"I would never want to run a hotel operation without VOC."

-- JH, Veteran Timeshare Executive

AI Makes 99 Languages Actionable!

During their stay, guests simply record a voicemail (or send a text) about their experience for the General Manager. No surveys, forms, typing, or pens. AI converts audio to text (*99 languages translated!*) and performs *smart routing* to all managers with a need to know. Your hotel team receives rich, *actionable* detail (including guests' audio) in plenty of time to respond to concerns and experiences so more guests leave delighted.

Associates Take Center Stage

Traditionally, many associates take extra steps to deliver exceptional service, but often go unrecognized. Through ExpressWay, associates' efforts are frequently lauded by delighted guests sharing their mid-stay stories with detail and audible emotion. This greater transparency means new stars are born, old stars shine brighter, and guests experience quality service that is sustainable, engaging, and memorable.

Brand Strength From Listening

Every hospitality organization listens to guests. But traditional listening with surveys and mystery guests is after the fact with results that are hard to act on. Now imagine your brand truly listening to guests, with motivated associates acting on critical knowledge and delivering "WOW" resolutions to issues during the stay, every day. Advantage: your brand.

Proven Results

Globally branded properties have exceeded previous service records and won state and national (AH&LA) awards for guest relations, citing our system's key role. Our company has also earned several industry awards for service innovation, including 2025's "Top Hotel Management Tool," awarded by Travel&Hospitality Tech Outlook.

Highlights:

- ▶ Give every guest a mid-stay invitation to share unstructured details of their experience to the General Manager
- ▶ Discover and resolve potentially recurring problems as they happen
- ▶ Recover from service failures *before* check out
- ▶ Quickly and directly recognize or coach associates with actual guest feedback in text and audio
- ▶ See trends early for diagnosis and resolution through a secure, online portal available anytime, anywhere
- ▶ Differentiate and strengthen your property and brand by making service more guest-centric
- ▶ Celebrate higher TripAdvisor® rankings, reduced problems and higher satisfaction scores



2025 "Top Hotel Management Tool"

-- Travel & Hospitality Tech Outlook

"This system has quickly moved from amenity to necessity; we're celebrating record survey scores, reduced comp expenses and enhanced associate coaching and recognition. Hotel operators cannot afford not to use VOC."

-- GV, Veteran Hotel Executive

VOC Systems ExpressWay™

For the Guest: Voicemail or Text in *Any Language!*

Guests with phones answer two questions posed by the General Manager using QR scan and speak (or text): "What are we doing right?" and "What can we improve?" "Details welcome and appreciated!" Free-form responses carry emotion and contextual detail.

For Service Team: Instant Knowledge of the Guest Experience *During the Stay.*

Our AI engine automatically transcribes any of 99 languages, codes and distributes by department and role (w/audio link) to your predetermined team members ...**in minutes**. ROI? Typical 6-10x your investment in Gross Operating Profit.

Accountability Built In

ExpressWay™ captures your staff's responses and commitments, so you know about guest issues as they are happening, who has taken responsibility, and how and when problems are resolved. ExpressWay™ also tracks what's complete—and what's not—for you.

Reports Anytime, Anywhere

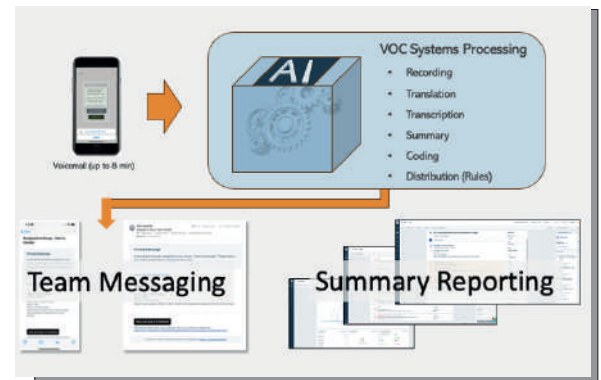
Managers monitor progress with powerful data analytics reporting, allowing proactive diagnosis of trends and fast problem resolution through a secure, online portal available anytime, anywhere.

Dig Deeper Online

Search comment records online for text and audio details relevant to a time period, event, guest, employee or other factors. View searches as interactive graphs, charts or full text records. You can even compare performance in different periods.

Implementation is a Snap. Data is GDPR Compliant.

We give you a single phone number that works for BOTH texting and voicemail. You extend invites to guests digitally (i.e., web, email, sms) and non-digitally (room cards, signage) with simple, easy-to-understand, branded messaging. ExpressWay™ is delivered on demand through VOC Systems' secure, GDPR compliant platform.



A screenshot of the VOC Systems online portal. The main content area shows a 'Master Ticket' for a guest named 'Sally' who reported an 'unpleasant smell' in her room. The ticket includes a 'TEST' section with a 'Call Only by Department Head or Designated Owner' and a 'Guest Request' section where the guest has requested a trash pickup. The right sidebar shows the ticket's status as 'Closed' and '7 days ago', along with fields for 'Assignee', 'Classification', 'Priority', and 'Status'. The bottom section shows a list of 'Comments' with timestamps and user names.

Call us today at 404-661-6749 or email us at sales@vocsys.com and witness for yourself how mid-experience guest insights can send your performance to a completely new level.

VOC Systems
The Future of Feedback™

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