

The **Warmest** Welcome for Your Guests









About Us

Welcome is a travel product that focuses on the pre-arrival and in-destination experience of a traveler. It was launched in 2015. Our focus with Welcome is to leverage the tacit knowledge of locals and create an authentic, immersive experience for a new visitor that starts at the very first moment of his trip, the arrival at the airport.

The team behind Welcome is based in Greece and includes more than 30 experienced professionals with many years in the Travel and Tech sector.



Constantina Tsaprazi Business Development GR

The Stanley Zafolia



Marieta Koliostasi Drivers Quality Vodafone University of East Londo



Maria Tapini Office Manager Travel Planet 24 Air Tickets



Simon Faucitano City Manager BCN

Splendia Avis



Xavie Garcia
Business Development SPLe
Meridien
Waynabox



Jason Tragakis
Business Intelligence
Bank of Greece



Alex TrimisBusiness Strategy

SurveyMonkey, oDesk



George LiakakosBusiness Development

Tui, Hotelbeds Intercontinental



Lefteris Stylopoulos Software Engineer

Daily Secret, Persado



George Ntantianidis Customer Happiness

Tripsta,
Airtickets



Amber Francis Marketing PR Content

Marriott American University



Dimitris Raptis Lead Engineer

Forky Cookisto



Savvas Georgiou Growth/Product

Daily Secret, Conde Nast



Generation-Y Lokeel

Stergios GousiosOperations Manager

PwC, Agora Trading



TEDx Farmers Republic

Nour BantrentinDrivers Associate

PwC CCC



Vassilis Gennaris Agile Coach

Big Olive Tripsta



What we do

Traveler

We provide travelers with the warmest, most informative and friendliest <u>transfer from and</u> <u>to the airport</u>, equip them with all the necessary <u>products</u> and services they will need during their trip.

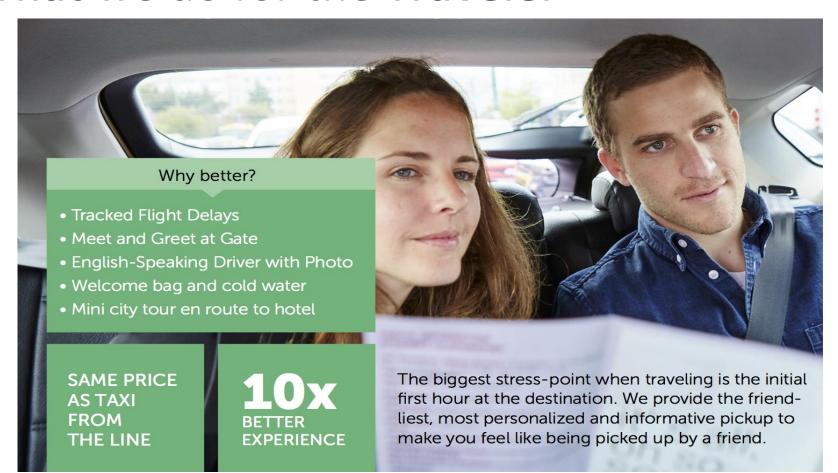


For Partners / Hoteliers

Welcome provides your guests pickups upon arrival, local travel products and <u>knowledge</u> in order to provide them with the best possible in-destination travel experience.



What we do for the Traveler



How we impress the traveler



Welcome treats upon arrival



No need for cash



Pre order of tickets and useful products





Great selection of trained drivers





Tips and city intro from a local



Advanced technology always by their side

In less than 3 years we have Welcomed...

From 270k 112 **Travellers Countries**

Where we are

We are currently operational in Greece, Italy, Cyprus, Spain, France, Netherlands, Austria, Czech, and we plan to operate in more than **40 destinations within 2018**.



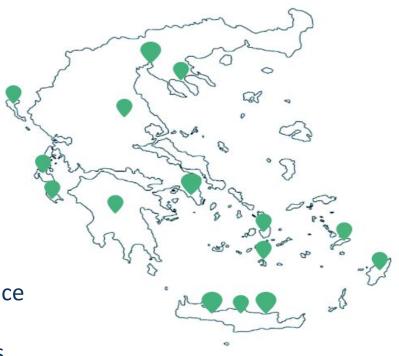
Welcome in Greece

We proud ourselves in being a Greek company, growing globally real fast year over year.

We operate in the following destinations:
 Athens, Thes/ki, Halkidiki, Chania, Heraklion,
 Rethymno, Corfu, Rhodes,
 Mykonos, Santorini, Kos.

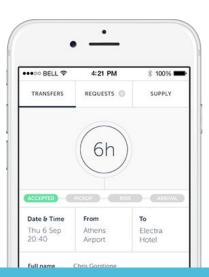
We have more than 150 partner hotels in Greece

We work with more than 120 Welcome Drivers



Our Welcomers

- → We select the **best drivers** in each city we operate
- → We have built all the tools our drivers need, so they can easily accept rides, see their schedule and interact with HQ from their mobile phone or tablet.



Welcomer **Selection Process**

Every driver is carefully handpicked and assessed by the Welcome team.



Our Travelers **Highly Recommend** Us











Welcome was listed in 2017 Innovators at

Phocuswright Conference



Hotelier Trends - Reports for 2018

- **★** Automations
- **★** Personalization
- ★ Energy Efficiency
- ★ Selling more than rooms
- ★ Security
- ★ Follow your guests in Mobile / In-room Apps
- **★** Exceed Expectations to create Repeat Direct Bookings



Trends - Reports for 2018

Automations



* Personalization

- **Energy Efficiency**
- ★ Selling more than rooms
- ★ Security
- Follow your guests in Mobile / In-room Apps
- Focus on Repeat Direct Bookings



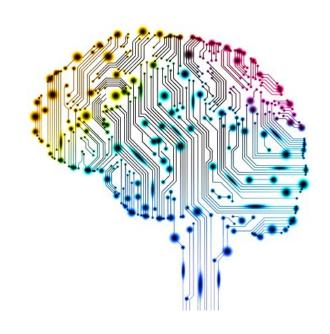
Personalization for Hotel Guests

Definition

Personalization is "a means of meeting the customer's needs more effectively and efficiently, making interactions faster and easier and, consequently, increasing customer satisfaction and the likelihood of repeat visits."

How you can meet Guest Needs

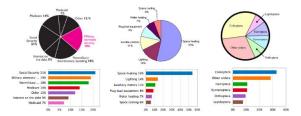
- Know more about your Guest
- Connect Knowledge for your Guest with specific Actions
- Make it faster, easier.
- Measure the results and iterate the process



Knowing more about your guest

Case #1 - Aggregated data & Statistics give you insights for strategy

Example: 80% of your customers book from mobile or 20% of your customers care about the price more than the experience or your customers are 20% business - 80% leisure



Case #2 - Data Set for each traveler - why it doesn't work yet?

A family with 1 kid is arriving - they are traveling for the past 16 hours and the had a 4 hour extra delay. The are visiting Greece for 7 days. Athens for the first time, they will visit Santorini for 2 days and they want to go to Delphi before they leave Greece. Their departure flight is at 19:00.



Personalization is Hard and Expensive

- → It's **Hard** to collect data at this level.
- → It's **expensive** to distribute the right data at the right moment.
- → It's hard & expensive to connect those data points with specific actions.

But at Welcome we manage to

- → Ask & Get this information from travelers
- → Connect with Flight APIs to get real time updates for the Arrival experience of every traveler
- → Share them with the Welcomer (driver) to personalise the Arrival Experience
- → Help and Impress our Customers



Personalization is Hard and Expensive

But it can be **Easy** and **Free** for Welcome's Partners





Welcome for the Hotelier

Welcome is In Partnership with 200+ Hotels in Greece & Spain































































Reported Benefits from our Hotel Partners

Gain extra Profit

Set your own commission per ride and get an extra stream of revenue from your existing customers.

Get Ahead of the Competition & Get more reviews

By personalizing first moments, guest is receiving an extra value he is not expecting, which will reflect greatly in his online review at the end of the trip.

Increase of your Direct Bookings & Referrals

By personalizing first moments, guest is receiving an extra value he is not expecting, which will reflect greatly in his online review.

Decrease Operational Cost at front-desk - Increase Opportunity

PMS Integrated hotels spend less time on check-in and more time on Concierge Services and introduction of Amenities.

We are an Easy and transparent partner

1 time integration and you have real time access to check the list of confirmed bookings through our system.



We share the exact **Arrival Time**





You can offer **early check in** even before the clients will request it

Prepare **Front Desk operations** -even pre-fill registration cards in advance





You can offer **fast check in** even before guest's arrival

Room allocation is so much easier knowing the exact arrival time



We follow on **Delays & Cancellations**



More efficient room allocation



You can offer room upgrade for VIP clients



You can **offer a special treat** to clients that are tired from flight delays and cancellations



You can resell "empty rooms" due to flight cancellations



We share the exact **Departure Time**



You can offer or upsell late check-out



You can upsell **hotel products** and **services** for the travelers to use till they depart



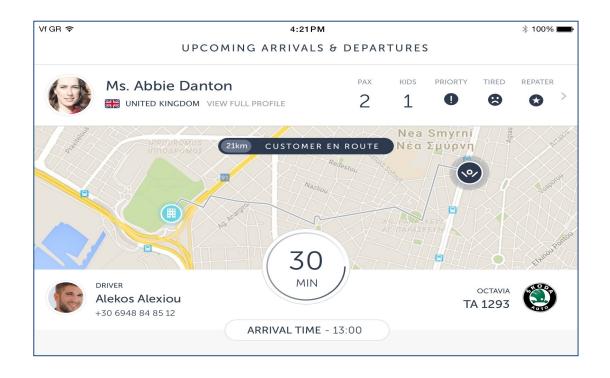
Better Housekeeping and room allocation operations depending client's departure



You will keep working with your existing drivers

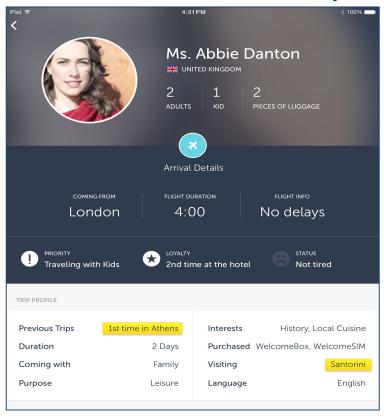


Previews - Arrival Moment





Previews - Guest Profile (on check-in)



Working with Welcome is Easy



Zero time and money investment and extra revenue from each booking



No changes on the procedures you already follow



You offer a service with great value to your guests



With the extra data we provide you about your guest the overall client experience exceeds every expectation



Your staff improves their performance without losing any benefit



Thank you!

Meet us at our Booth

for a **REAL** demo

Savvas Georgiou

Co-founder & Product Manager

savvas@welcomepickups.com

