



ConciergeLUXE

Hey this is Sarah from front desk here at Champneys. What can I help with?

Hi, I was thinking about booking a weekend at Champneys for my wifes birthday.

That sounds like a wonderful plan. Which of our locations are you considering for this special occasion?

Not sure, we are based on the outskirts of Birmingham.

Great choice! Our closest resort to Birmingham is Bedford, which is about 1 hour away. What date would you like to book for?

GUEST EXPERIENCE IS KING

3 Ways AI Can Add **30%**
More Revenue Per Guest



ConciergeLUXE

Why Guest Experience is King

Luxury guests don't just buy a room or a spa treatment they invest in the feeling of being cared for at every step.

Industry Insights:

- 73% of consumers say a good experience matters more than brand loyalty.
- 65% say it's more important than a great advertising campaign.

But in today's market, guest expectations are rising while staffing costs climb. Upsell opportunities slip through the cracks, and delivering consistent five-star service is harder than ever.

"Luxury guests don't just pay for rooms or treatments, they pay for seamless experiences that takes the guesswork out of their stay with you ."

Kris Trinity
CEO ColibriLUXE



The Challenge in **Luxury Hospitality** Today

Running a luxury hotel or spa has never been more challenging:

1. Staffing Shortages → 76% of hotels report they're understaffed (AHLA).
2. Missed Upsell Revenue → Busy staff rarely offer upgrades or add-ons at the perfect moment.
3. Inconsistent Guest Experience → True five-star service is difficult to scale without ballooning payroll.



Relying on human staff alone means luxury service becomes inconsistent and costly.

The ConciergeLUXE Difference

ConciergeLUXE is a bespoke, white-label app powered by conversational AI.

It feels like a digital concierge: always available, always polished, always aligned with your brand.

What it delivers:

- Answers guest questions instantly (opening hours, amenities, room service).
- Makes personalised offers — room upgrades, spa bookings, late checkouts.
- Provides white-glove service while driving measurable revenue.



White-glove service, delivered 24/7 while quietly increasing revenue per guest.

3 Ways AI Elevates Guest Experience & Boosts Revenue

1. Instant 5-Star Service

Guests get answers in seconds, day or night. No waiting. No staff overwhelm.

2. Seamless Upsells & Cross-Sells

AI never forgets to suggest the upgrade: late checkout, spa treatments, premium suites.

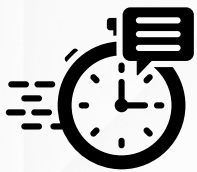
3. Consistency at Scale

Every guest gets the same polished, brand-aligned experience - whether you have 10 guests or 1,000.

Result: +\$150–\$200 extra revenue per guest visit on average.

Results **Hotels & Spas** Can Expect

Hotels and spas using
ConciergeLUXE experience



Faster
response
times → up to
30%
quicker replies.



Higher revenue
per guest →
+\$150–\$200
from upsells &
late checkouts.



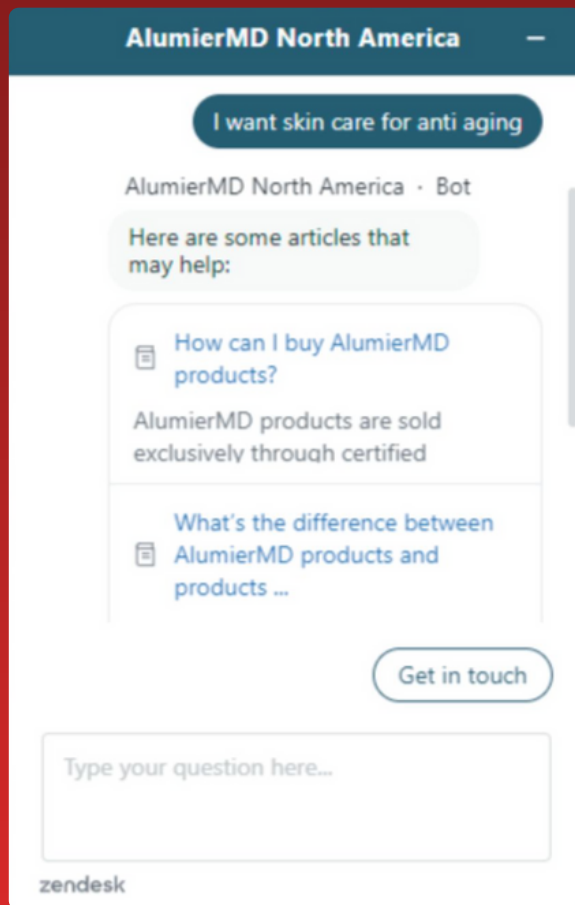
Staff freed
up → focus on
memorable
guest
interactions, not
repetitive Q&A.

“AI doesn’t replace staff - it frees them to deliver the moments that guests never forget.” - **Kris Trinity**

Exclusivity at Scale

✗ Generic chatbots

- Robotic, transactional.



✓ ConciergeLUXE

- Bespoke, luxury-branded, multilingual, guest-first.



Every conversation feels personal, thoughtful, and aligned with your hotel or spa's unique tone.

ConciergeLUXE is your Hotel & Spa's most powerful revenue driver.

Book your complimentary demo today:

BOOK A DEMO

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