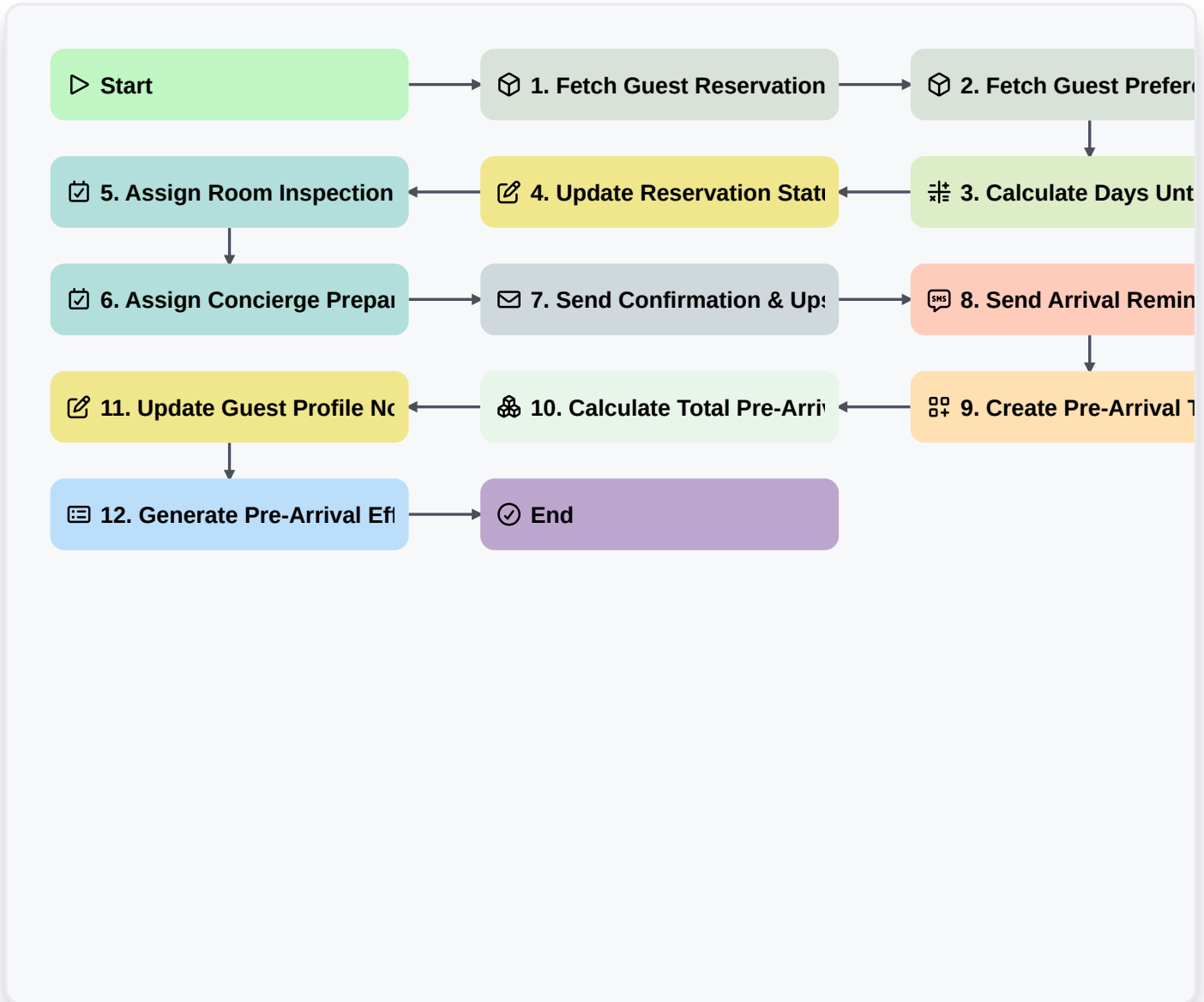


Hotel Pre-Arrival Guest Communication Workflow



▷ **Start**

Start of the Workflow/Process.

 **1. Fetch Guest Reservation Data**

Retrieve the guest's booking details, including arrival date, room type, and contact information from the Reservation Data Model.

 **2. Fetch Guest Preferences**

Retrieve any stored preferences or special requests associated with the guest profile.

 **3. Calculate Days Until Arrival**

Calculate the difference between the current date and the check-in date to determine which communication stage the guest is in.

 **4. Update Reservation Status**

Update the reservation entry to 'Pre-Arrival Communication Sent' to track workflow progress.



 **5. Assign Room Inspection Task**

Create a task for the Housekeeping team to ensure the specific room type is prepared according to the guest's preferences.

 **6. Assign Concierge Preparation Task**

Create a task for the Concierge to arrange any pre-requested amenities or transport services.

 **7. Send Confirmation & Upsell Email**

Send an automated email to the guest confirming their details and offering room upgrades or dining reservations.

 **8. Send Arrival Reminder SMS**

Send a short text message 24 hours before arrival with the hotel address and check-in instructions.

 **9. Create Pre-Arrival Task Log**

Create a new entry in the Communication Log data model to record the timestamp and content of the sent messages.

 **10. Calculate Total Pre-Arrival Requests**

Aggregate the number of special requests from all recent guest entries to help management assess workload.

 **11. Update Guest Profile Notes**

Update the guest's permanent profile with any new preferences identified during the pre-arrival communication.

 **12. Generate Pre-Arrival Efficiency Report**

Generate a report summarizing the success rate of upselling and the completion of pre-arrival tasks.

 **End**

End of the Workflow/Process.