



APPENDICES

Appendix 1 Welcome card template for first timer guest

VIP First timer :

Dear Mr./Ms. XXX

A very warm welcome at U-Paasha Seminyak.

It is indeed a pleasure to have you staying with us. Should you require any assistance or information during your stay, please do not hesitate to contact our Host at the lobby or dial 1 from your room. We will be more than happy to assist you with your needs.

Once again, we sincerely thank you for choosing us to be your home away from home.

Have a pleasant stay!

Kind regards,

Appendix 2 Welcome card template for repeater guest

VIP Repeater :

Dear Mr./Ms. XXX

Welcome back to U-Paasha Seminyak.

Being a return guest entitles you to be recognized as our most important guest and we want to ensure that the service you receive is as you deserve. Hence, should you require any assistance, please do not hesitate to contact us by dialling 1, as it will always be a pleasure to be service to you.

Once again, we sincerely thank you for choosing us to be your home away from home.

Have a wonderful stay!

Kind regards,

Appendix 3 Thank you Email template

Dear Ms. Aprilia

Greetings from Seminyak!

Let me take this occasion to personally thank you for staying with us at U Paasha Hotel. It was delighted to chatted with you on check out and you've mentioned really enjoy your stay at U Paasha.

We really appreciate for taking your precious time to give valuable and nice feedback that we are able to continuously improve our standards., please do not hesitate to contact us directly to reserve@upaashaseminyak.com or so we may assist you with reservation.

I would also like to take this opportunity to request your support by sparing your precious time to share your wonderful experience on <http://www.tripadvisor.com>, if you are happy to do so.

Ms. Aprilia, once again, thank you for patronage and we look forward to welcoming you again at U Paasha Seminyak, Bali.

Thank you very much and have a wonderful day ahead

With kind regards,

Detha | Host Supervisor | U Paasha Seminyak Bali

Tel +62 361 8465977 | Fax +62 361 8465988



Appendix 4 Online Check in template

Dear Partner,

We need your kind assistance to forward this message to our mutual guest, under the name Mr Daniel Pradana Putra with Booking ID: 8250756 for online check-in.

"Dear Mr Daniel Pradana Putra,

Warmest greetings from U Paasha Seminyak Bali,

Hope this email finds you well,

We would like to inform you that we have received your booking with us for the period 25 Feb 2021 - 26 Feb 2021.

Glad to inform you that we have a new check-in process "online check-in process" this process will make you easier once you have arrived at our hotel during this situation (contactless) whether you would like to process the online check-in, please kindly click this link:
<https://upaasha.gokai.co/checkin/form/r227732>

Should you need any inquiries, please do not hesitate to contact us.

Thanks and best Regards,

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