

GDPR Procedure

In Hotello, only first and last names are mandatory to create a profile.

You are not required to keep any other information if you do not wish to.

In order to access a guest's profile in Hotello, go through the following steps:

Back office >> Contact >> Guests, then start the search with the criteria of your choice.

The image shows two screenshots from the Hotello software interface. The top screenshot displays the main menu with 'Back office' highlighted, and a sub-menu for 'Contacts' is open, showing 'Guests' as the selected option. The bottom screenshot shows the 'Adding a contact' form, which is divided into several sections: 'General', 'Notes and To-do list', and 'Type'. The 'General' section includes fields for 'First name' (filled with 'Jo'), 'Last name' (filled with 'Ojo'), 'Address line 1', 'Address line 2', 'City', 'Province', 'Country', 'Postal / zip code', 'Telephone 1', 'Telephone 2', 'Fax', 'E-mail', and 'Web site'. The 'Type' section includes checkboxes for 'Guest', 'Prospect', 'Room owner [Z]', 'Travel agent', and 'Supplier'. The 'Find' button is highlighted with a red box.

A guest's profile that already has a history in the hotel cannot be deleted, but you can edit or delete all related information, such as:

- The yellow areas can be left empty
- The orange areas are mandatory, but editable

Changing a contact 411

General | Notes and To-do list

Salutation: Mr VIP

Birth date:

Gender: Male

Status: Active

Preferred language: en

Preferred currency: CAD

Initial:

Suffix:

Type

Guest

Prospect

Room owner [2]

Travel agent

Supplier

Statistics

Receive invoice by email

Receive marketing emails

Company:

Address line 1: 4435, Royal Boulevard

Address line 2:

City: Montreal

Province: QC Quebec

Country: CAN Canada

Postal / zip code: H4C 2G2

Telephone 1: 514-935-5345

Telephone 2:

Fax:

E-mail: john.goslin@omni.com

Web site:

Credit card: VISA

Number: 4111 **** * 1111

Expiry: 12/2022 (mm/yyyy)

Holder: John Goslin

City ledger:

Preferred room type: STANDARD

Preferred room: 103

Tax exemption number:

Number of nights: 0

Number of stays: 0

Revenue: 0.00

Tax class:

Apply all taxes

Changing a contact 411

General | Notes and To-do list

Pop-up note?

Please remove the feather pillows

Contact user fields

Allergies: Feather

Favorite newspaper: Gazette

Air Miles number: 236599

To-do list

Item	Description	Created by	By	Assigned / completed Date	Time

If a guest requests to be sent all personal information you have on them :

1. From the guest's profile on the screen, click on search

Changing a contact 411

General | Notes and To-do list

Salutation: Mr. VIP

Birth date:

Gender: Male

First name: John

Status: Active

Last name: Goslin

Preferred language: en

Company:

Preferred currency: CAD

Address line 1: 4435, Royal Boulevard

Initial:

Address line 2:

Suffix:

City: Montreal

Province: QC Quebec

Country: CAN Canada

Postal / zip code: H4C 2C2

Credit card: VISA

Number: 4111 **** * 1111

Telephone 1: 514-935-5345

Expiry: 12/2022 (mm/yyyy)

Telephone 2:

Fax:

Holder: John Goslin

E-mail: john.goslin@gmail.com

Web site:

Type

Guest

Prospect

Room owner [2]

Travel agent

Supplier

Statistics

Receive invoice by email

Receive marketing emails

Find

Guest

City ledger:

Preferred room type:

Preferred room:

Number of nights: 0

Number of stays: 0

Revenue: 0.00

Tax exemption number:

Tax class:

Apply all taxes

Contact

2. Make sure you only have one profile in your list, then choose "export"

Contacts, customers, guests, room owners, travel agents, prospects

Tax	Last name	First name	Company	Telephone	City	Prov	Email	Member	Postal code	Add
1	Goslin	John		514-935-5345	Montreal	QC	john.goslin@gmail.com		H4C 2C2	411

Show all guests?

Search:

Status: Active

Preferred language: en

Guest

Prospect

Member

Travel agent

Room owner [2]

Supplier

Statistics

Yes

No

None

Statistics filter

Use this filter: # Stays # Nights Revenue

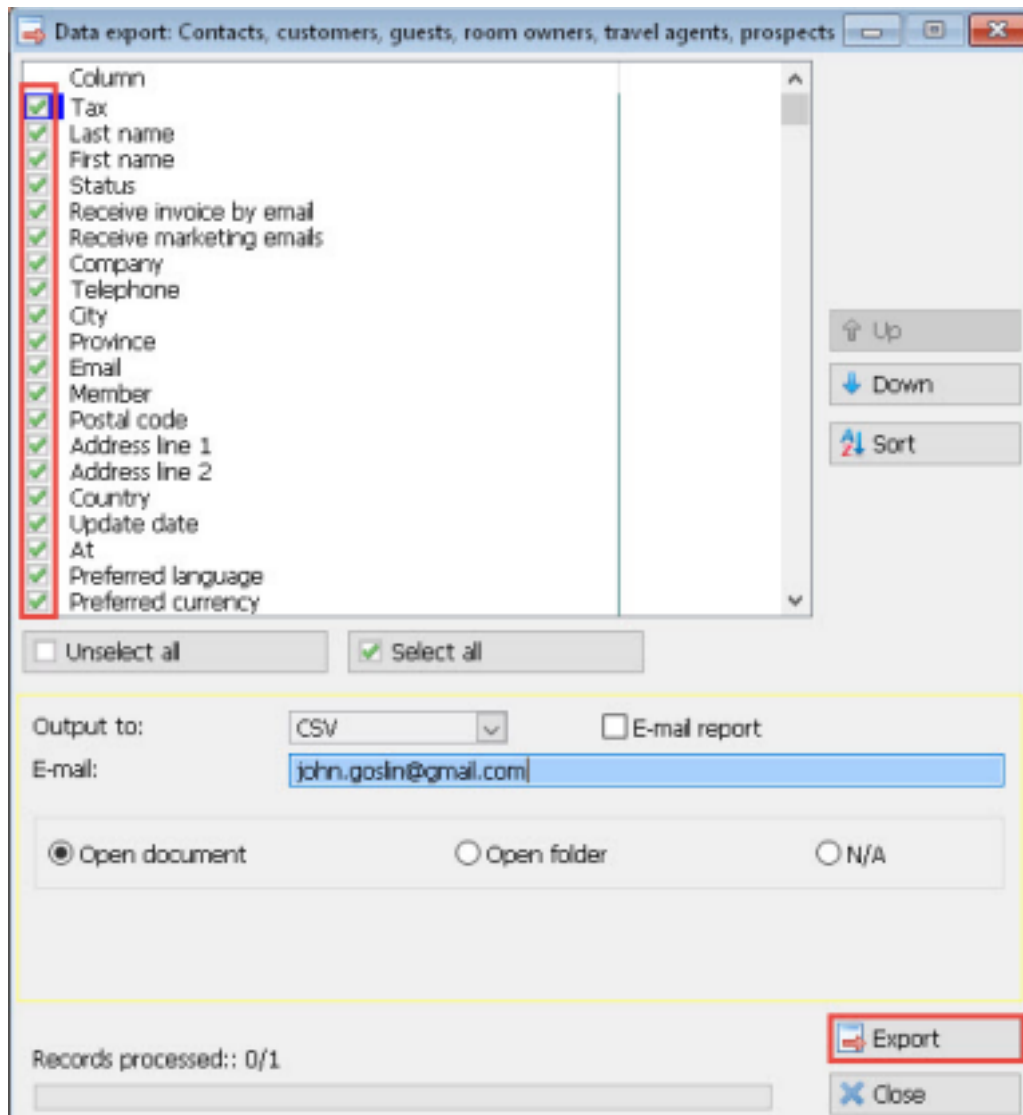
From: 0 To: 0

From: 0 To: 0

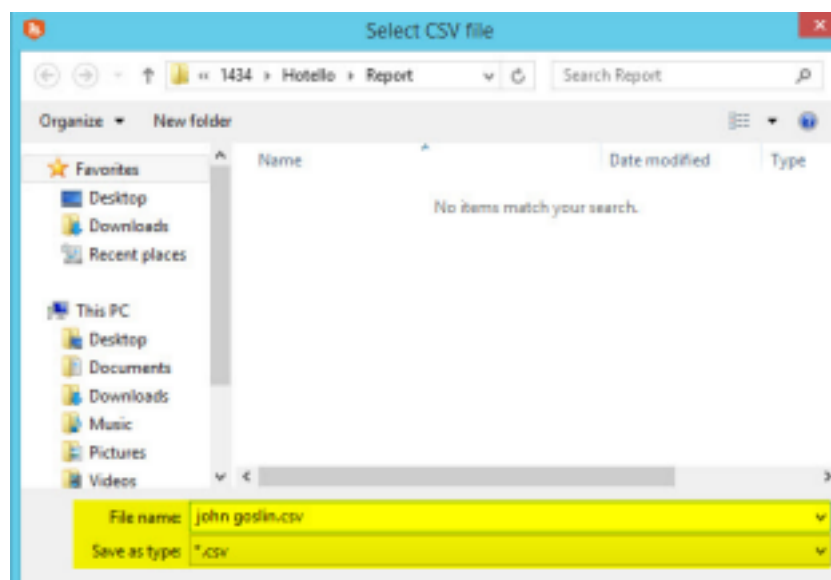
From: 0.00 To: 0.00

Export

3. Select the information you wish to share, then export in a csv format



4. Clearly identify the file you are generating



5. Add this file as an attachment to an email, addresses to the guest. We also recommend that you choose to get a delivery notification for that email.

At step 3, you can choose a direct send to the guest via email. However, that means you will not be able to add any text, or ask for a delivery notification.