

# giving your guests the chance tell you what they really think

## customer: 2perfect holiday apartments

John and his wife Renate are the proud owners of 2Perfect self-catering penthouse apartments in a small town. With only two apartments on offer, John and Renate interact with each and every guest, ensuring they have the best possible stay.

For John, using a product like GuestRevu is essential to running a successful business in the hospitality sector, even at his small size. With the guest book full of positive comments, John admitted that in his view, “people will rarely write something negative in your guest book when a staff member or owner is close by. You don’t ever know all you need to know from your guests because your guests don’t always tell the truth or are reluctant to tell you what they are really thinking. If there’s something that really bothers them you’ll get the odd [guest] that tells you, but for the rest...they just don’t tell you. It just goes back with them and they’ll say it to somebody else.”



PENTHOUSE APARTMENT

“We’ve had fantastic service from GuestRevu. It’s a great product – we get huge value from it and really believe in the concept.”

**John Cooper**  
Owner

## the results: keeping standards high

Getting their reviews via GuestRevu has meant more in-depth feedback from their guests and a way for 2Perfect to keep their standards high. John says: “it keeps you on your toes ... it gives you an opportunity to see what was wrong or missing and it assists you in keeping your own levels of service high.”

