

Case Study

How VoiceFirst Helps Hotels Resolve Issues
Before They Become Public Reviews



Hidden Guest Issues Become Public Reputation Risks

Guests face room, service, cleanliness, maintenance, or staff issues.

But many issues are reported verbally, handled informally, or never escalated.



VoiceFirst Setup for Hotels

A Private Issue Reporting System for Hotels

Place VoiceFirst QR codes in
rooms, lobby, restaurants,
washrooms, elevators, and
reception areas.

Guests and staff can report
using:

Voice • Photo • Video • Text

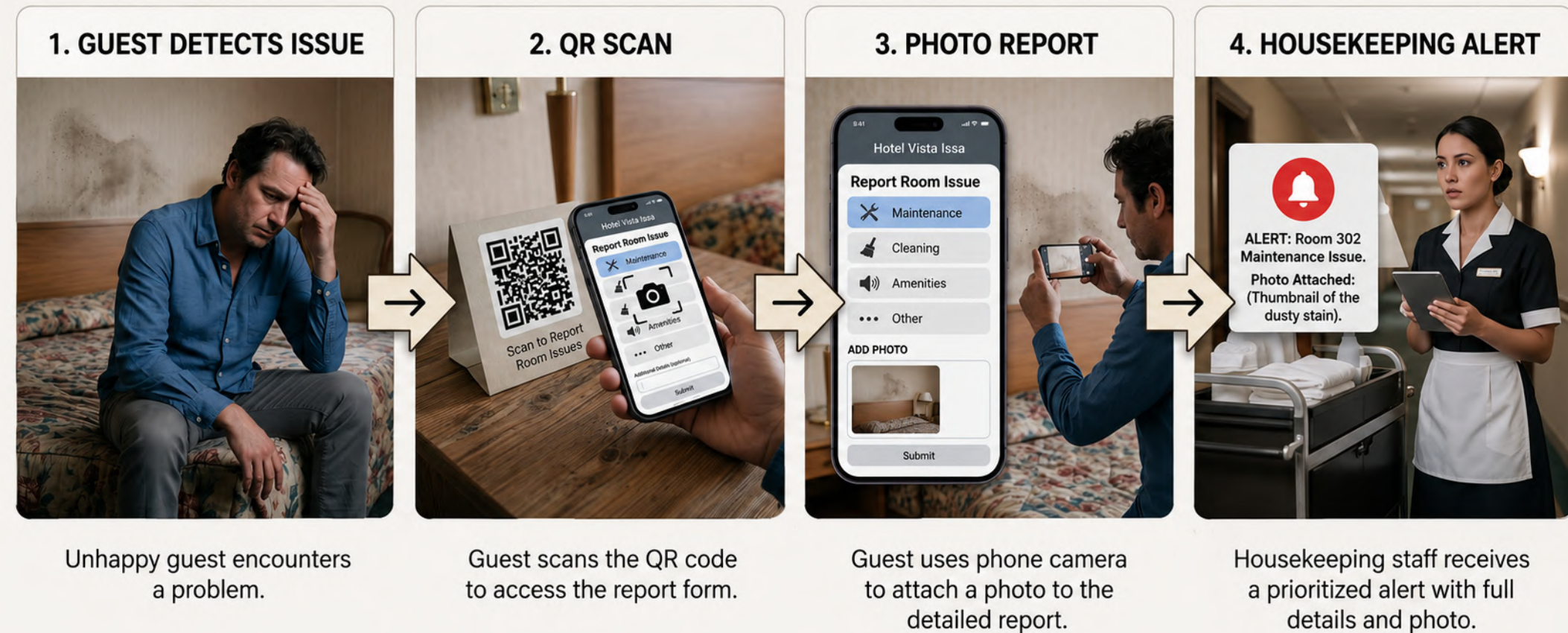


Guest scenario

A guest notices the room is not properly cleaned.

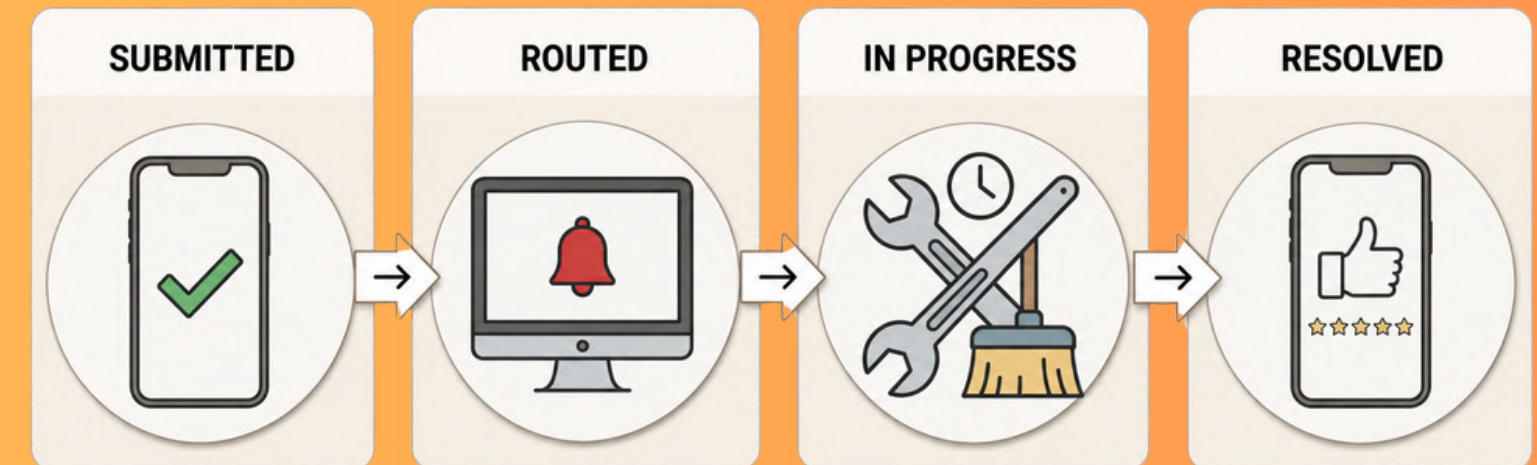
They scan the QR code, upload a photo, and submit the issue.

Hotel Guest Issue Report Flow



System Classification:

Housekeeping → Room Cleanliness → High Priority



VoiceFirst sends the issue to the housekeeping team and supervisor.

The issue is tracked until resolved.

The guest receives an update after resolution.

The Issue Reaches the Right Team

From Report to Resolution

Management Sees the Pattern

VoiceFirst helps hotel management track:

Repeated housekeeping complaints

Maintenance delays

Staff behavior issues

Pending and resolved issues

Branch or property-wise performance

Before and After

Before

Hotel issues from guests and staff were often reported verbally, delayed between departments, or missed completely. Management only saw the problem after guest dissatisfaction, staff follow-ups, or public reviews.

After

Guests and staff can report issues instantly through QR code using voice, photo, video, or text. VoiceFirst routes the issue to the right team, tracks resolution, and gives management clear visibility.

VoiceFirst for Hotels:

Resolve privately Protect publicly.





VoiceFirst. Every issue. One database. Zero blind spots.

VoiceFirst for Hotels & Motels

How daily issues become operational intelligence and continuous improvement.

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