



# Experience



Because we don't have to worry about anything going wrong, we give our full attention to providing the best possible customer experience."



Alan Melia,  
Finance Director,  
The Westin Hotel



### Gold standard service

The 5-star Westin Hotel in the heart of Dublin welcomes people from all over the world. Exceptional customer experience lies at the heart of this successful luxury hotel.

One of the first customer interactions is booking and it is vital that this process is smooth, secure and hassle free. "They expect a luxury experience and for that to happen the whole payment process needs to be seamless." says Alan.





Upon check in, we do pre-authorisations on guests cards, it's a very easy process."

**Lewen Zhou**

Front Office Manager, The Westin Hotel



### From check-in to check-out

Having a fully integrated payments solution from Elavon was the obvious choice and this starts with a pre-authorisation facility that secures the guests' funds for the estimated amount of the stay. In addition, guests are given the choice to pay in their home currency with Dynamic Currency Conversation (DCC), which means guests know exactly how much they will be charged on their card statement. The hotel also benefits as they earn extra revenue by sharing a percentage of the currency conversion rates.

Taking all major credit cards and processing international currencies means guests can choose how they want to pay. From securing a room with an online deposit, to paying for drinks using a contactless card, Elavon provide fast and reliable transactions for that flawless customer experience.

### Next day payment

Being an American owned brand, The Westin attracts many of its guests from the United States. Alan says, "A big percentage of our credit card transactions are processed through American Express. Elavon offer a next day settlement service for Amex transactions which is good for cash flow and makes reconciliation much easier."

### A better view

Darren Davitt is the Westin Hotel's Revenue Auditor and has seen the benefits of having an online reporting tool that connects their channels and devices. "iMerchantConnect is the key tool that I use for my reconciliation process every day. The main advantage is that it's customised to my needs. Reports are emailed straight to my inbox so I always know where we are with payments."

Alan Melia says, "Because we don't have to worry about anything going wrong, we can focus on our core business and give our full attention to providing the best possible customer experience."

### Elavon's specialist hotel solutions:

- Next day payment
- Easy reconciliation and real time reports
- Extra revenue with Dynamic Currency Conversion
- Engineer installed terminals and onsite training
- 24/7 customer support

### Let's work together

We're here to make sure your business gets the right payment solutions that will inspire you to achieve your potential. If you're interested in more details about Elavon's hospitality payment solutions, get in touch.

We make it possible. **You make it happen.**

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