

# Guest Communication Templates

Hospitality & Travel

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

## Background

Get a library of warm, on-brand guest messages for every touchpoint — booking confirmation, pre-arrival, welcome, in-stay, checkout and post-stay — across WhatsApp and email, with personalisation tokens. Fill in the details below.

## Purpose of this tool & output

Warm, on-brand messages for every touchpoint

## How the output is used

Use the templates for warm, on-brand guest messages at every touchpoint.

## Important cautions

AI-generated templates; follow WhatsApp and consent rules.

## Companion documents

- Guest Complaint Response Templates
- Guest Review Response Writer
- Guest Satisfaction Survey Builder
- Guest Feedback Analysis
- Service Recovery Playbook
- VIP Guest Handling Playbook

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.