

# It is 11 pm and a guest asks about your rates. Who answers?

Your guests get an answer promptly, from your own information. Your team stays in charge of every decision.

🌙 11:04 pm • WhatsApp

Do you have a lake-view room for 24 December? What is the rate?

An unanswered message is a guest waiting.

For hotel, resort and homestay owners



**Book a demo on WhatsApp**

## WHAT WE SOLVE

# Does this sound like your week?



## Late-night enquiries

Guests write after hours, when no one is at the desk.



## The same questions

Rates, rooms, check-in times and directions, again and again.



## Hand-copied details

Names and dates move by hand from chat into registers.



## Quotes need a manager

Group and event requests wait for one person to approve.

## TODAY, BY HAND

- ✗ Guests wait until morning for a reply.
- ✗ Staff retype details from chat into sheets.
- ✗ Special rates are agreed in a quick message.

## WITH BIZFLO

- ✓ Guests get an answer from your own notes, day or night.
- ✓ Enquiry details are captured for your team.
- ✓ Rate changes can wait for a manager's yes, set up with you.

## REAL CASES FROM YOUR INDUSTRY

# Cases from your industry

Public reports, as reported. They are not BizFlo customers and show no BizFlo results.



## Advance never refunded

Ernakulam Consumer Commission: a tour operator did not refund a Rs 1 lakh advance for a 41-student college tour. About Rs 1.25 lakh was ordered.

LiveLaw, 13 Nov 2025 (report of order CC 233/2025)



Refunds and cancellations need a clear record of who approved what.

**Built with you**



## Paid booking, no room

Thiruvananthapuram Consumer Commission: a paid booking at an OYO-listed hotel in Puducherry was refused at check-in. Rs 8,414 was ordered.

LiveLaw, 16 Jul 2026 (report of order CC 639/2023)



Disputes start when a booking is not honoured. BizFlo answers from your information; it does not enforce check-in.

**Live today**



## Fake payment requests

A trade warning for Kochi and Kumarakom: fraudsters asked guests with real bookings to pay advances through QR codes.

The Week, 15 Nov 2025



A known reply channel helps guests check. It does not stop fraud.

**Built with you**

**Live today**

# Guest enquiry assistant

## THE PROBLEM

Guests ask the same questions at all hours, and replies come late.

## WHAT IT DOES

On WhatsApp and your website chat, it answers from your own rooms, packages and policies. If the answer is not in them, it says so and offers to pass the guest to your team.

**Guest asks****BizFlo answers****Your team  
steps in**

- ✓ Answers are drawn from your information
- ✓ Your team can read the whole conversation
- ✓ Every answer kept for your review

**Live today**

Working in the product today.



Built with you



# Manager approval on commitments

## THE PROBLEM

Special rates and refunds are agreed in quick messages, with no record.

## WHAT IT DOES

Special rates, discounts, cancellations and refunds wait for a manager's approval before anything happens. The approval engine is live; we connect it to your booking action.

**Guest asks****Manager approves****Recorded**

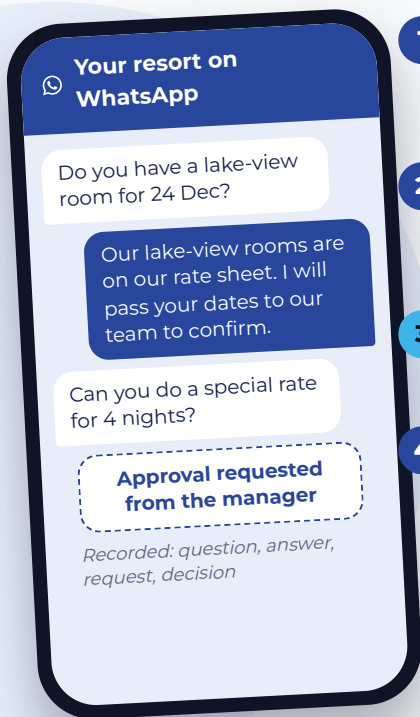
- ✓ Sensitive requests are routed for approval
- ✓ An unanswered approval lapses; the action does not run
- ✓ Decisions are logged

**Built with you**

Set up for your business with our team.

## HOW IT WORKS

# A guest enquiry, start to finish



- 1 Guest asks**  
Day or night, on WhatsApp or your website chat.
- 2 Answer from your notes**  
Drawn from the rates and policies you supplied.
- 3 A person decides**  
Special rates wait for your manager.
- 4 It is recorded**  
Every step is kept for your review.



## What your team sees

**Guest** Lake-view enquiry  
**Dates** 24 Dec, 4 nights  
**Status** Awaiting manager

*Illustrative example, not a customer case.*

# Around BizFlo, we build what you need



## Booking and channel links

**Built with you**

Connect to your booking engine, property system or reservation sheet.



## Enquiry-to-booking view

**Built with you**

See which channels and seasons bring bookings.



## Event and package quotes

**Built with you**

Structured intake for weddings and groups, sent to a manager.



## Back-office automation

**Built with you**

Repeated admin steps, scoped with you in discovery.

## HOW WE START

# How we start



1

## Discovery

A short conversation about where enquiries pile up.



2

## One job, one channel

We start with a single use case, not everything at once.



3

## Your information

We load your rates and policies and test on real questions first.



4

## Review together

We check results against what we agreed, then decide the next step.

### What we need from you

-  Your rates, rooms and policies as text or a CSV file
-  One person who decides on rate and approval questions
-  A handful of real guest questions to test with

No timelines or prices are promised on this page; both are agreed in discovery.

# Bring one job your team repeats daily.



## Not live yet, and what we do not claim

- Formal security or compliance certifications. Tell us your requirements first.
- Email, SMS and voice channels, scheduled reminders and online payments.
- Reading PDF or Excel files directly, and ready-made links to other booking systems.
- Self-serve sign-up. We set up your first agent with you.

On the roadmap, not available today: Automatic reminders and follow-ups; email, SMS and voice.



## Book a demo on WhatsApp

A 15-minute walkthrough on WhatsApp. Bring one workflow your team repeats every day, and we will show a BizFlo agent completing it, where your team steps in, and what the record shows.



**WhatsApp +91 89214 42486**



**mybizflo.com**



**vibemindsolutions.ai**

Illustrative examples and images. Real cases are public reports cited with their source; none is a BizFlo customer. Capabilities checked 18 Sep 2026 (product notes) and may change. Icons: Font Awesome Free (CC BY 4.0). © Vibe Mind AI Solutions.