



One guest enquiry. Four steps. A human in charge.

How a supervised AI assistant works in a hotel

01

Any channel, any language

- Website chat, email or WhatsApp.
- Ukrainian, English and more - the guest writes the way they like.

02

Grounded in your rules

- Answers come from your approved policies, rates and availability.
- No approved answer? It says so and escalates.

03

One tap to send, edit or escalate

- Sensitive replies never auto-send.
- Staff stay in control of every important message.

04

Everything stays in sync

- Reservation, follow-up and guest record are updated together.
- Less inbox, fewer copy-paste errors.

NEXT STEP

See it on your own website

- We load your site and FAQs into a demo assistant before we talk.
- fais.world/en/demo