

CASE STUDY

# UBER for Hotel Angeleno

Businesses in the the hospitality industry are using Uber Central to increase customer satisfaction.

HOTEL  
Angeleno



## About company

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Hotel Angeleno is a luxury boutique hotel located between Santa Monica and Beverly Hills. Featuring amazing views, renovated hi-tech rooms and high-touch amenities, their thoughtfully crafted service culture provides a truly unforgettable local Los Angeles experience.

## How they're using Uber Central

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In addition to creating a memorable stay, Hotel Angeleno delivers an end-to-end premium traveler experience by using Uber Central to make getting around town elegant and seamless. Using Uber Central, they can now quickly and conveniently order rides for guests in minutes right from the front desk.

## How they're using Uber Central

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They leverage Uber Central as an added value in the pre-stay email sent several days before a guest's arrival. When the guest arrives, the front desk educates them about the service and how to use it. They've even created customized key cards to put the service right at the guest's fingertips. To request a ride, guests simply call or visit the front desk - where the staff can order a ride through Uber Central immediately. The front desk can see exactly when the car will arrive, and the guest receives an SMS with a link to track their driver.

The opportunity to offer their guests this unique service has really resonated with their hotel guests.

“Uber Central is a game changer. It allows our hotel to align with Uber and offer services tailored to the needs of today's traveler. The ease of use and cost savings to our guests have had a positive impact on our hotel and our service culture.”

– Dean Yamashita, Director of Sales & Marketing,



## What it's done for the business

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“Guest satisfaction has increased as taxi services on the Westside can take up to 45 minutes. It's also more cost effective for guests, especially for airport departures. Our corporate accountants love Uber Central as it simplifies the expense reporting process as all charges are on the hotel bill.”

Try Uber Central today [uber-central.com](https://uber-central.com)