

Enquiry management for Corporates and individual accounts

Name of the organization – **Mantra Resorts**

Industry – Hospitality

Location – Pune

Organization background

Mantra is a resort near Pune with an unmatched picturesque view on an altitude of 2700 ft. above sea level. Overlooking Lake Bhatghar. Mantra resort is a lake view resort with blend of hill resort. Resort with an ample greenery gives a feel of forest resort so mantra is true nature resort. Mantra doesn't allow walk-ins and entry is restricted to guests with the booking & Members.

The problem / challenge

Being in the hospitality industry, and in a competitive environment, attracting customers for a premium resort is critical. Not missing any guest enquiries is important for hospitality business, because the customer based on the initial enquiry response build a perception about the service offering. Handling and tracking more than 300+ enquiries

Nafhaa™ Solution

At Silicon IT & Educational Services, we offered the enquiry management module, which was geared to manage 350+ enquiries per month with tracking and enabling better conversion and response time.

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XXX, Mantra Resorts