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Hotel CRM Customer Relationship Management

You can now create custom emails for your daily hotel activities. You can create a custom message for new reservations, check-outs, and cancellations. Edit your messages in HTML to send out automatically as part of your bookings flow.

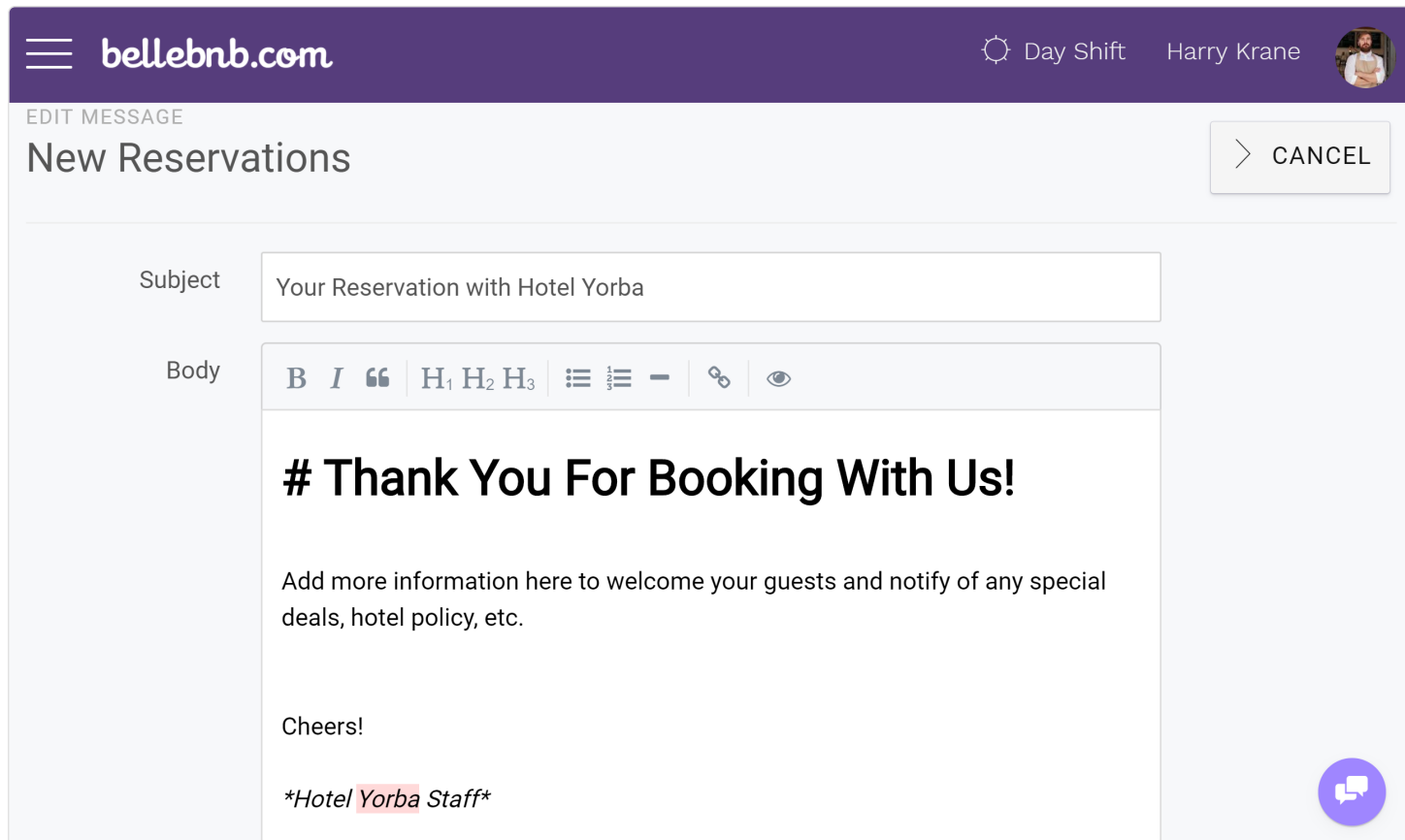
The screenshot displays the 'bellebnb.com' dashboard with a sidebar menu on the left. The sidebar includes sections for 'SETTINGS' (Dashboard, Hotel Staff, OTA Connections, Payment Gateway, Email Settings, Room Service, Instant Messaging) and 'MY PROPERTIES' (Hotel Yorba, Villa Giulia, Hostal Zurigo, Add A New Hotel). The main content area is titled 'DASHBOARD Email Options' and features two panels: 'New Reservations' and 'SMTP Settings'. The 'New Reservations' panel shows 'No message set.' and a blue callout box with an information icon and the text 'Add a greeting message' and 'Set a greeting message for when your guests create a new reservation.' Below this is a green button labeled 'ADD A MESSAGE'. The 'SMTP Settings' panel has a database icon and the title 'SMTP Settings', followed by a blue callout box with an '@' icon and the text 'Add a reply-to address' and 'Add an email address to use for emails sent to your guests.' Below this is a green button labeled 'ADD YOUR EMAIL'. A purple chat icon is visible in the bottom right corner of the dashboard.

Edit Email Settings

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🗨 [Chat with Support \(mailto:info@bellebnb.com\)](mailto:info@bellebnb.com)

To view and edit your email settings, go to 'Settings > Email Settings' in the navigation menu on the left. Here you see the three message types that you can set, along with a panel titled 'SMTP Settings' which we'll get to later.



EDIT MESSAGE

New Reservations > CANCEL

Subject: Your Reservation with Hotel Yorba

Body:

Thank You For Booking With Us!

Add more information here to welcome your guests and notify of any special deals, hotel policy, etc.

Cheers!

Hotel Yorba Staff

Click 'Add a Message' for the item titled 'New Reservations.' Add a subject and body for the email message send to guests for new reservations. You can edit the message body in Markdown Html using the menu buttons. For a review of Markdown, read this post (https://bellebnb.com/blog/8_markdown-html.html).

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The screenshot shows the 'bellebnb.com' dashboard. At the top, there is a navigation bar with a menu icon, the logo, and user information: 'Day Shift' and 'Harry Krane' with a profile picture. Below the navigation bar, the page title is 'DASHBOARD Email Options'. There are two main sections: 'New Reservations' and 'SMTP Settings'. The 'New Reservations' section has a header with a bed icon and an 'EDIT' button. The content shows a reservation with 'Hotel Yorba' and a 'Thank You For Booking With Us!' message. The 'SMTP Settings' section has a header with a database icon and a light blue box containing the text '@ Add a reply-to address' and 'Add an email address to use as a Reply-to address for emails sent to your guests.' Below this is a green button that says 'ADD YOUR EMAIL ADDRESS'. A chat icon is visible in the bottom right corner of the dashboard area.

Click 'Save' and check out your message in the preview panel. To see how your email will look in your guests' inbox, create a new reservation in your calendar using your email address.

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☰ **bellebnb.com**
🌞 Day Shift Harry Krane

Guests: 1

Room: Single

Rate: AARP Discount

INVOICE

TYPE	NAME	AMOUNT
Room	05 November 2017	£ 102.00
Room	06 November 2017	£ 102.00
Room	07 November 2017	£ 102.00
Tax	Federal Tax	£ 61.20
Tax	Tourist Tax x 1	£ 7.00
Total		£ 374.20

📅 Guest Details

Name

Email

Notes

Use your own email to preview your greeting message.

📄 CREATE RESERVATION

Now check your inbox. You will receive your custom email, along with the booking details.

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The screenshot shows an email client window with a blue header. The title bar reads "Your Reservation with Hotel Yorba - Message (HT...". The menu bar includes "File", "Message", "Help", and "Tell me what you want to do". The email header shows a circular profile picture with the letter "N", the sender "no-reply@bellebnb.com", and the subject "Your Reservation with Hotel Yorba". The time is 10:25 AM. A message icon indicates a problem with the display, with a link to view it in a web browser.

The main content of the email is a reservation confirmation for Hotel Yorba. It features a purple header with the text "Your Reservation with Hotel Yorba" and a large black heading "Thank You For Booking With Us!". Below this, there is a paragraph of text: "Add more information here to welcome your guests and notify of any special deals, hotel policy, etc." followed by "Cheers!" and "Hotel Yorba Staff".

Guest	Harry King
Dates	5 Nov 2017 → 8 Nov 2017
Room	Single (AARP Discount)
Total	GBP 374.20

SMTP Settings

You will notice that the email from the previous step was sent by 'no-reply@bellebnb.com.' As you would expect, any reply to these emails will bounce from our server. To allow guests to reply to your system emails, click 'Add Your Email Address' under 'SMTP Settings.'

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SMTP Settings

@ Add a reply-to address

Add an email address to use as a **Reply-to** address for emails sent to your guests.

 **ADD YOUR EMAIL ADDRESS**

Add the email you use to communicate with your guests. Now any replies sent to system emails will be forwarded to this address.

Summary

It's very easy to add custom messages for your hotel reservations. Your emails are optimized to work well with any server and protocol (POP/IMAP). There are no images, animations, or excessive styling/html bloat to clog your guests' inboxes.

Not a member yet?

Sign up for free today!

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The logo for bellebnb.com, featuring the text "bellebnb.com" in white lowercase letters on a blue rectangular background.

To get in touch with our sales or support staff, email us at info@bellebnb.com (<mailto:info@bellebnb.com>). We are also available via Skype, IM or by phone at +1 (347) 624-5693 (tel:1-347-624-5693).

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PRODUCT

Front Desk Management (PMS) (<https://bellebnb.com/front-desk.html>)

Channel Manager (<https://bellebnb.com/channels.html>)

Direct Booking Engine (<https://bellebnb.com/booking-engine.html>)

Concierge Service (<https://bellebnb.com/cloud-concierge.html>)

Payment Gateway (<https://bellebnb.com/payment-gateway.html>)

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