

 REVINATE

2024 Hospitality Benchmark Report

2024 Hospitality Benchmark Report

Global benchmarks

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01 Introduction

Picture this. Your guests are happy because they are having amazing experiences that feel made just for them.

You are happy because you have everything you need to excel at your job, and it feels great to be in control. Your bosses are happy because their Net Operating Income is rapidly growing as their hotels acquire and re-acquire happy, loyal guests through direct booking channels at a lower cost of sale.

That's the power of having the right data at your fingertips, exactly when you need it.

But far too often, you're stuck operating in the dark. Was that email campaign successful? Are your review ratings enough to beat the competition? Is your reservations team converting enough callers? Is your database healthy? Are guests engaging with your messaging solution the way they should?

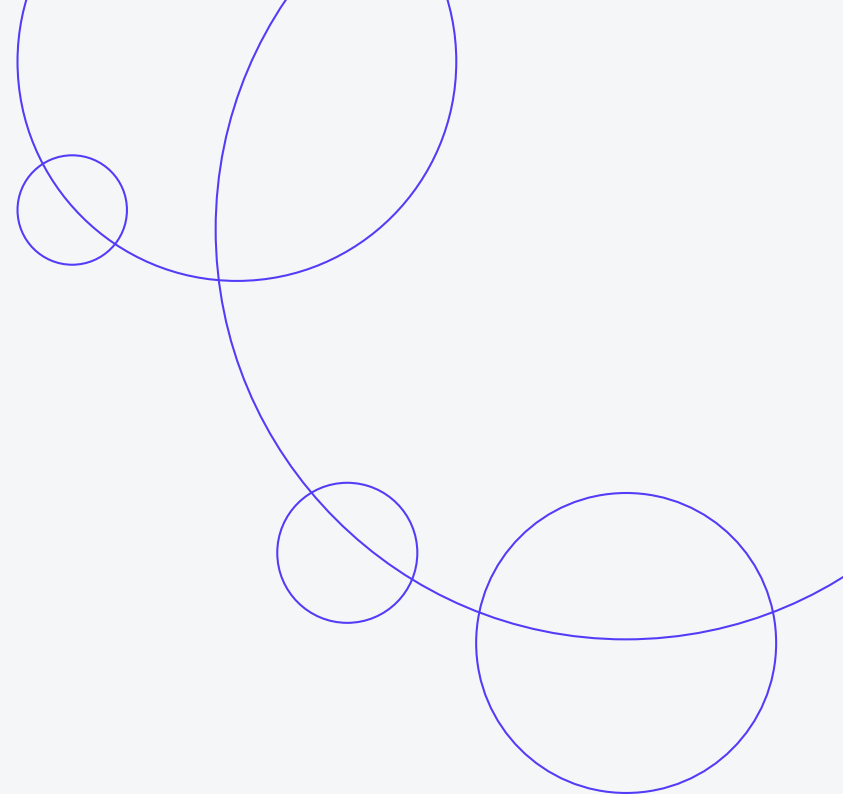
We've tapped into our customer data to help you answer these questions, using insights drawn from over 12,000 hoteliers, billions (yes, that's with a "B"!) of hotel marketing emails, and hundreds of millions of other data points across our solutions.

Use this report to champion the work of your team, compare your results to hoteliers in your region, define goals and KPIs based on real benchmarks, and get inspired by what you can accomplish when you're empowered with data.

Have questions about this year's report?

Drop us a line — we're here to help.

media@revinate.com



Methodology

This report contains data collected from Revinate solutions (Revinate Marketing, Revinate Guest Feedback, Revinate Ivy, and Revinate Reservation Sales) from January 1, 2023 through December 31, 2023.

To create this report, we analyzed 1.8 billion emails, 244 million guest records, 37 million guest reviews, 19 million text messages, and 4.6 million calls from hoteliers located in North America, APAC, and EMEA.

Data from Revinate Ivy and Revinate Reservation Sales are limited to North America.

[Read the full data definitions to understand our calculations and terminology in detail.](#)

**19 million
texts**

If one text is a person, that's almost as many people in Beijing.

**37 million
reviews**

If you counted 1 review every second, it would take you over a year to count to 37 million.

**4.6 million
calls**

If one call = 1 minute, you'd be on the phone for nine years.

**1.8 billion
emails**

If one email = 1 mile, you could travel around the world over 72,000 times.

How to navigate the report

This report is organized into three chapters that represent your hospitality marketing efforts: the foundation of database health, and the channels where you collect and activate guest data — email and web.

This report is tailored to the EMEA region with detailed breakdowns of local markets. Where relevant, we also examine different benchmarks for various hotel classes and sizes to give you a true picture of the factors that influence each metric.

If you're already familiar with Revinate's solutions, use this diagram to find the benchmarks you're looking for.

Revinate Marketing

Regions

Global, North America, APAC, EMEA

Channels

Database health

Rich guest profiles and advanced profile synthesis

Email channel

Email performance metrics and upsells

Web capture

Shopping cart abandonment

Revinate Guest Feedback

Regions

Global, North America, APAC, EMEA

Channels

Email channel

Surveys and NPS

Web capture

Reputation management



02 Database health

Introduction

A car is only as fast as its engine, and your hospitality marketing is only as powerful as the database that fuels it.

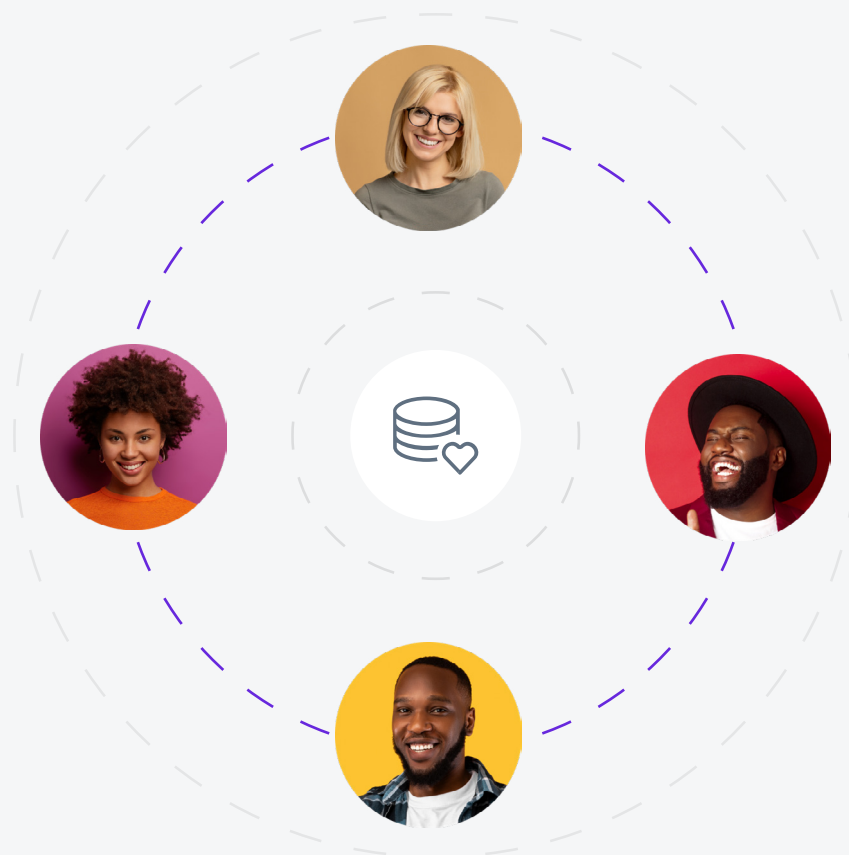
As a hotelier, you know you have a lot of guest data — whether it's booking history in your PMS, browsing behavior from your website, or restaurant reservations — but without a well-oiled [Customer Data Platform](#), your marketing engine will be clogged with faulty contact information, bounced emails, and generic, un-personalized communications.

With a finely-tuned database, hoteliers can build rich guest profiles, deploy advanced segmentation, and monitor campaign performance, earning more direct revenue and increasing profits along the way.

Just as a car engine needs a smooth flow of fuel and proper combustion to perform optimally, your database requires accurate, organized data to fuel your marketing campaigns.

We'll walk you through how to assess the health of your guest database, benchmark your performance with your peers, and understand the value of a robust database.

[Íslandshótel](#) is a group of 18 properties across Iceland. Their data was siloed, with each hotel using different systems. Cross-marketing and personalization were out of reach. With Revinate, they brought all of their data sources together to create a unified view of the guest experience and started deploying personalization immediately. As a result, Íslandshótel grew their revenue 261% year over year.



Database health benchmarks

The hotel industry experienced significant database growth in 2023, as hoteliers worldwide increased their guest records by an average of 28%. North America had the highest growth at 29%, followed by EMEA at 27% and APAC at 26%.

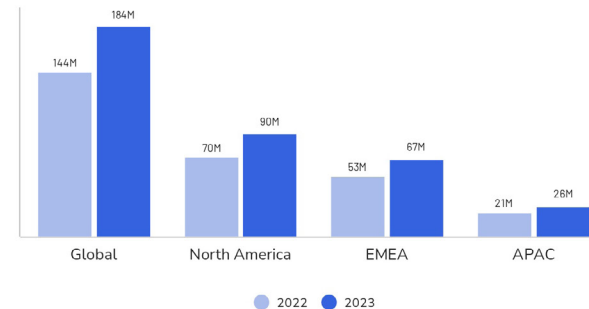
To grow their databases at these rates shows that hoteliers are investing in collecting [first-party data](#) and developing strong guest profiles in preparation for the [end of third-party tracking cookies](#). We think this trend of prioritizing guest data will continue as the hospitality sector embraces digital innovation and data-focused marketing tactics.

We calculated this database growth metric using a “same-store sales” approach, which means we only analyzed the records of hoteliers for which Revinate has two full years of historical data.

But growing your database is just the beginning.

Next, we’ll examine how to assess the health of your guest database.

REVINATE Database growth - overview



28%

increase in database
records globally

North America registered
the highest increase in
guest records at 29%.

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The makeup of your database: benchmarks for complete guest profiles and how to value them

On average, 72% of a North American hotel's database records will have a valid email address that is not masked by an OTA. This is an indicator of email health, an essential measure of the usefulness of the profiles in your database.

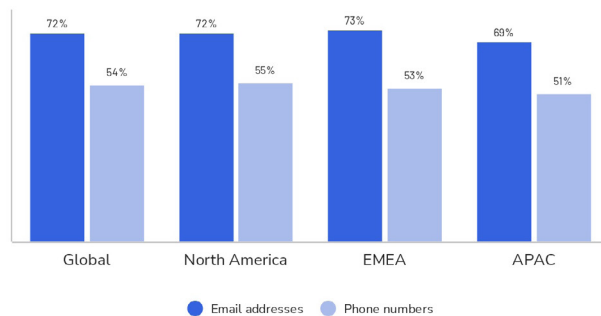
The average for phone numbers included in database records is lower at 54%. Clearly, people need to see the value in sharing their phone number, and need a clear reason to do so — whether that is added convenience or an incentive like a discount.

Capturing guest phone numbers is essential for interacting with them on both messaging and voice channels, and we'll explore how hoteliers are leveraging both to drive revenue and delight guests in their respective sections of this report.

As you grow your database, track whether you are bringing in high-quality records that are complete with guest contact information to ensure your marketing efforts actually reach them.

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Database records with valid email addresses and phone numbers - overview



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72%
of database records have email addresses that are not masked by OTAs at the global level

54% of database records have valid phone numbers at the global level.

Value of records with email addresses and phone numbers

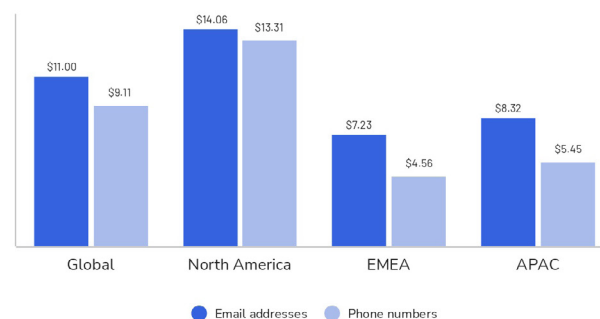
Every additional complete guest record has potential for future, repeat bookings. We calculated the incremental value of a guest database record with a valid email address by comparing the revenue from all records with an email in 2023 to the revenue from records without one. The result? “Hoteliers can expect to earn \$11 more per contact.

As you grow your database and improve its email health, you’re increasing the value of your data and the revenue you can expect to bring in.

The incremental value of capturing a phone number, meanwhile, is \$9.11. These numbers add up fast, so make sure you are collecting guest email addresses and phone numbers at every possible opportunity. The value of a phone number, however, isn’t just measured in revenue from upsells or future bookings alone.

Phone numbers are key for communicating with your guests on both the messaging channel and the voice channel. Using these channels can improve the guest experience better by considering their preferences. [Research shows](#) that customers are very open to texting with brands, but are [wary of being bombarded](#) with too many marketing messages.

REVINATE
Value of records with email addresses and phone numbers - overview

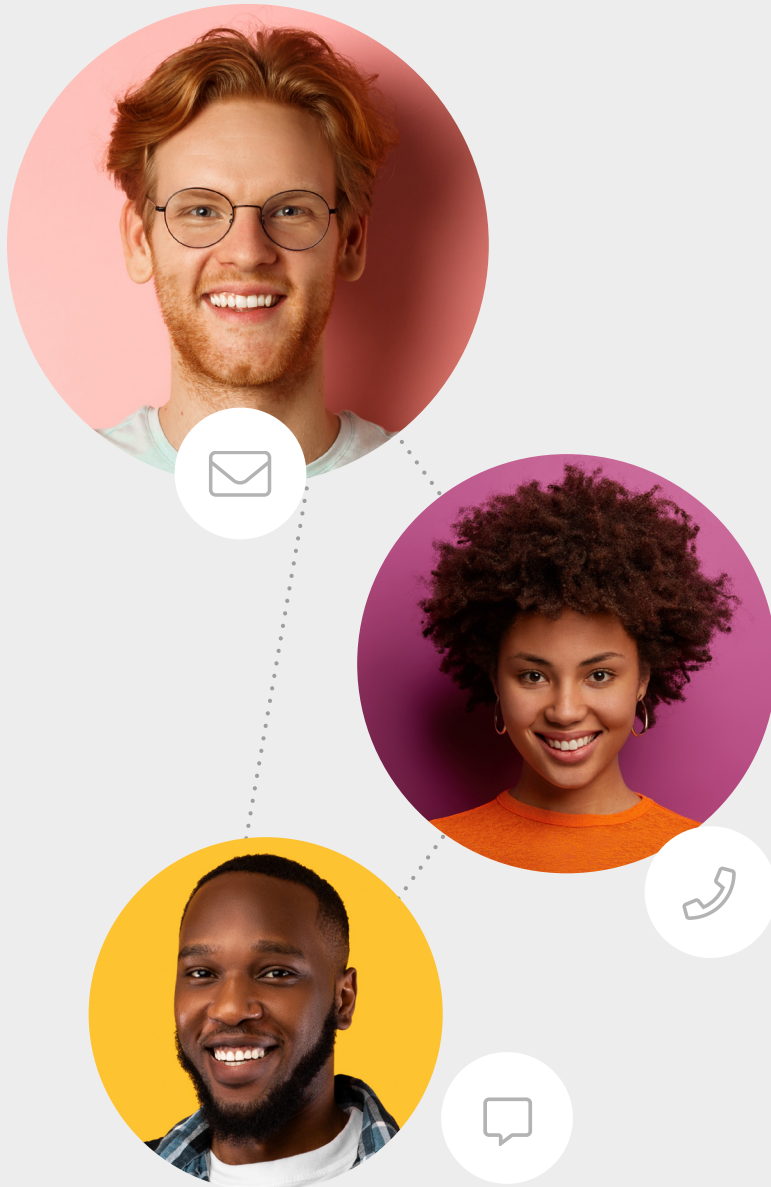


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\$11
of incremental revenue for every guest record with a valid email address at the global level

\$9.11 more revenue for every guest record with a valid phone number at the global level.

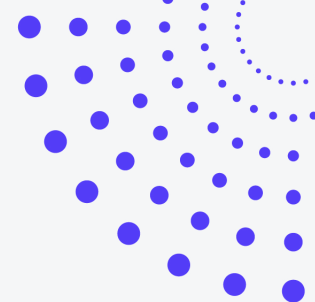


The right tools for messaging and voice services can also make staff more efficient, saving you both time and money.

The value of your guest data is especially important now, since [2024 is the year that the tracking cookie crumbles](#). Hoteliers and other businesses will no longer be able to purchase large amounts of third-party data obtained from third-party cookies. Instead, hospitality businesses need to build their own databases with first- and [zero-party data](#) that their guests freely and consensually give them.

The good thing about this change is that using first-party data is effective. A [study by Sojern](#) found that 81% of hoteliers saw an increase in revenue when they used first-party data strategies. Guests also benefitted, with 57% of those surveyed reporting higher satisfaction levels.

Learn more about how to adapt to a cookieless world with our resource, [“The complete guide to first-party data for hoteliers.”](#)



Identity resolution: benchmarks for a healthy database

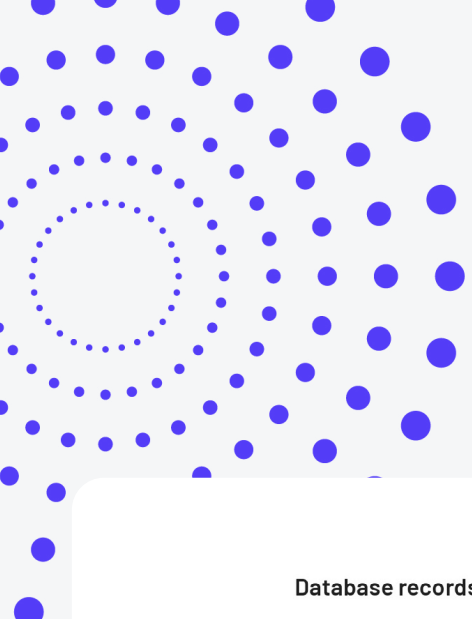
The elephant in the room when it comes to email addresses and hotel databases? OTA-masked emails. OTAs are, of course, great for bringing in new guests — but the [OTA relationship can sour](#) if they get in the way of hoteliers driving loyalty and repeat business from their guests.

Masking the guest's email address, of course, is the #1 way OTAs try to maintain control of the guest relationship.

And the scope of this problem is significant. At the global level, 18% of raw profiles in a hotel database contained an OTA-masked email.

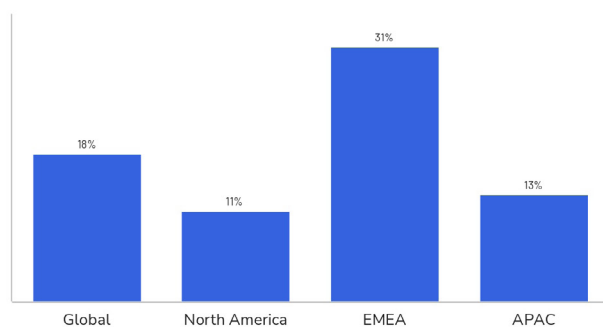
That means up to 18% of your guests would be unavailable for retargeting, costing you potential loyal guests and direct revenue. Contacts with masked emails can also increase the cost of re-acquiring guests and lower profit margins.

But hoteliers can regain control of the guest experience and direct booking revenue — with the right technology. Specifically, [identity resolution](#) powered by a CDP.



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Database records with an OTA-masked email address - overview



18%
of email addresses in
database records are
masked by OTAs at the
global level

EMEA has the highest
percentage of OTA
masked email addresses
with 31%.

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Database records with an OTA-masked email address

Identity resolution is tech that merges and dedupes guest data into clean, rich profiles — complete with every interaction they've had with your hotel, from email engagement to stay history to reviews.

Revinate's identity resolution capabilities, called [Advanced Profile Synthesis](#), uses a sophisticated AI/ML algorithm trained specifically on hospitality data.

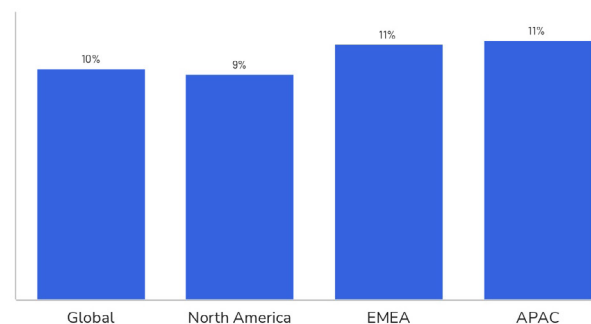
Merged profiles in a database

So what happens when you apply the power of identity resolution to all of those OTA-masked emails? They get matched up with other identity indicators and consolidated into unique rich guest profiles.

Globally, 9.6% of rich guest profiles have been merged together from multiple identifiers, like email addresses.

Revinate has merged nearly three million profiles of guests who booked through OTAs with their real email address. Over 17% of these merged profiles had two or more OTA emails associated with them. That means you have repeat guests who are loyal to your hotel, but not the booking channel. All they need is a good [reason to book direct](#).

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Merged profiles per database - overview



9.6%

of rich guest profiles have
been merged together
from multiple identifiers
like email addresses

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[The iNUA Collection](#), a group of 10 beautiful 4- and 5-star hotels in Ireland, was sitting on a pot of data gold in the form of half a million guest records in their PMS. Revinate ingested, cleansed, deduped, and merged this data with Advanced Profile Synthesis to turn it into marketing currency: 5.6 million Euro in direct revenue over two years.

Revinate gave us a competitive edge in the form of accessible data. We can now securely and intelligently use our data in our marketing efforts

Emer Hallahan, Group Head of Marketing & Ecommerce at The iNUA Collection & Cliste Hospitality



Email channel

Introduction

“You’ve got mail” is now a reference that most people under the age of 30 associate with an old movie — if they’ve heard of it at all — and not the way we used to get excited to *log on* to our dial-up internet to check for new “electronic mail.”

Now, people crave “inbox zero” as they are bombarded with daily messages from brands. But email is still one of our most-used digital touchstones, and a key way for hoteliers to stay in touch with their guests.

[Revenue from email marketing](#) is expected to reach 13.7 billion dollars by 2025. Because it’s such a lucrative and highly-used channel, the competition can be stiff — and hoteliers need to make sure that their email campaigns are up to standard.



It can be difficult to parse what, exactly, those standards are. What is a “good” email open rate? Or survey response rate? Or cancellation recovery conversion rate? Or newsletter click-through rate?

We’ve analyzed 1.8 billion emails to help you understand exactly how your hotel email marketing measures up to your peers. Because when hoteliers master the email channel, they win — and so do guests.

Level Hotels & Furnished Suites had their sights set on an email marketing machine powered by first-party data. But they were held back by a non-hospitality CRM that couldn’t enable smart segmentation for personalized campaigns.

After implementing Revinate, the small corporate team now leverages automated and one-time campaigns with high performance metrics. Email has become their leading direct booking channel, tripling their email attribution compared to last year.



Global email channel benchmarks

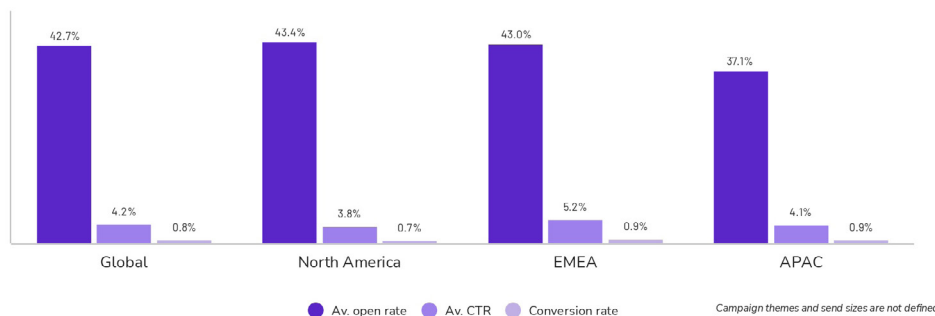
Let's start at the most fundamental level.

The average performance for any hospitality email campaign, irrespective of audience, segmentation, or topic is:

- 43.4% open rate
- 4.2% click-through rate
- 0.8% conversion rate

Less than one percent conversion rate? Yes, really. Consumers receive massive amounts of marketing emails, and usually only interact with a few of them in comparison. Consider this number the bare minimum.

REVINATE MARKETING
Overall email benchmarks with no segmentation - Overview



2024 Hospitality Benchmark Report. Statistics powered by Revinate.



There is a lot that you as a hotelier can do to entice more guests to interact with your emails. It comes down to that age-old marketing mantra: send the right person the right message at the right time.

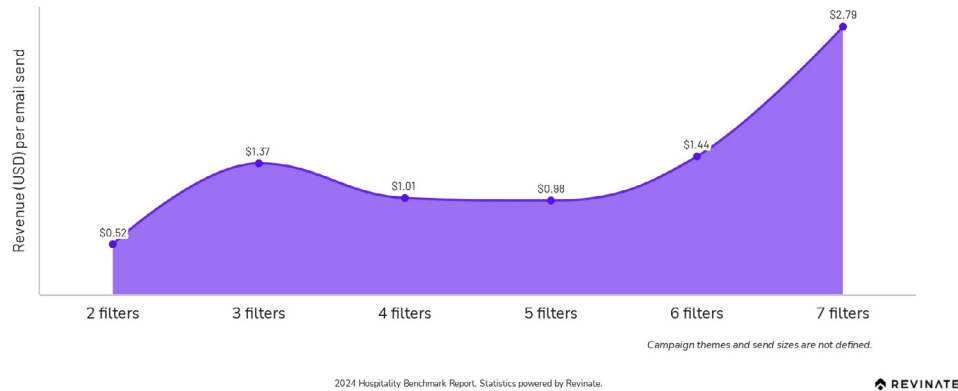
The first step? Narrow down your audience. Who do you want to reach? Guests who stayed at your property in the fall? Guests who previously gave you a 5-star rating? Guests who booked via an OTA? Potential guests who abandoned the booking engine without completing a reservation?

Once you specify your audience, you can craft messaging that will resonate with their specific interests, characteristics, or behaviors and send it at the time when the information will be the most relevant to them.

This process of narrowing down your audience is the art of segmentation — and it can multiply your average conversion rates many times over.



REVINATE MARKETING
Revenue per segment filter



2.6x

more revenue per email
recipient with three
segment filters

Revenue per segment filter

Our data shows that the more segment filters you apply to an audience, the more revenue per recipient you'll earn —

2.6x more revenue by adding just three filters.

The impact of segmentation: Benchmarks for open rates, click-through rates, conversion rates, and revenue

If a perfectly-targeted email is a five-star feast tailored to each guest's palate, then a [Customer Data Platform](#) is the ultimate kitchen, equipped with all the necessary tools and ingredients to whip up a flawless culinary creation.

To serve up highly personalized emails, you need rich guest data that is easily segmentable by guest preferences, stay history, geo-location, demographic data, and more. The more data you collect, the more specific segments you can create by applying multiple segment filters. And the more specific your audience is, the more you can tailor your messaging to their needs and interests. And in turn, the more revenue you can generate.

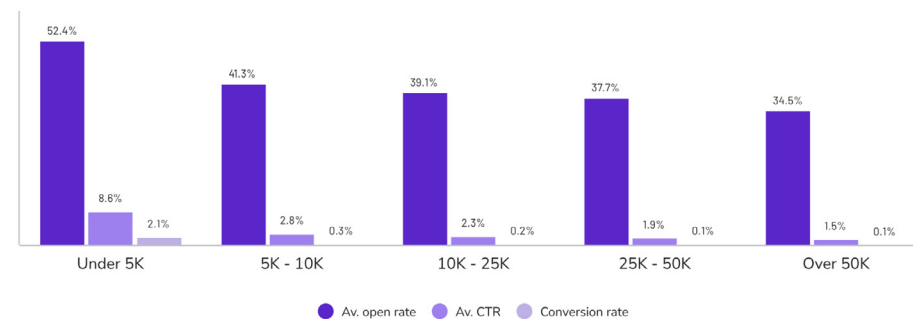
Benchmarks based on send size

The smaller and more targeted your audience, the higher your open rates, click-through rates, and conversion rates.

In fact, the conversion rate for segments with under 5,000 recipients is 2.6x higher than the global benchmark for any campaign. And it's over 23x higher than emails sent to over 50,000 recipients.

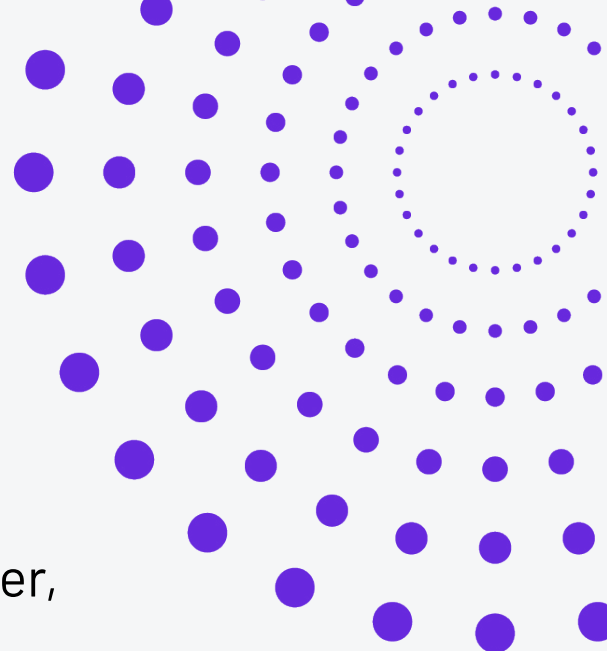
Instead of sending broad, generic emails to large swaths of your database, create multiple highly-targeted campaigns to reach specific audiences with relevant promotions. You'll capture more direct revenue and build loyalty with your guests.

REVINATE MARKETING
Benchmarks based on send size - Global



2024 Hospitality Benchmark Report: Statistics powered by Revinate.

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Campaign performance: Benchmarks for OTA-winback, newsletter, cancellation recovery, and other campaign themes

As with all benchmarks, it's important to compare “like to like,” so we've broken down email performance according to different campaign types, like OTA-winback, we miss you, or room offers.

When designing email campaigns, there are two ways to structure them: one-time or recurring. As the names suggest, these campaigns are defined by how often they are set up and deployed to their target audiences.

Recurring campaigns are “set it and forget it.” They are triggered to send when a guest performs a certain action: for example, a cancellation recovery email will automatically be sent after a guest cancels their reservation. They have a pre-determined message and segments that apply to each send.

One-time campaigns are all about flexibility. You select the audience segments and craft the message each time. But even though they aren't "set it and forget it," they represent important opportunities to engage with your guests — and have big upsides for revenue potential.

The main recurring campaign types include:

Birthday

Send guests a promotion or special package ahead of their birthdays.

Cancellation recovery

Win back lost bookings by prompting guests to re-book their stay at a later time.

Cart abandonment

If guests leave the booking engine before completing their reservation, send a follow-up email reminding them to complete their booking or offering an incentive.

Welcome

Automatically send guests a welcome email after they complete their check-in giving them a warm reception and letting them know about special events or amenities.

Double opt-in

These emails aren't about making bookings — at least not up front. They are designed to secure guests' permission to receive marketing communications from you and comply with privacy regulations. But guests who double opt-in tend to be very engaged, and we're able to track revenue from these guests down the line.

OTA-winback

Send OTA bookers an email after they've completed their stay to entice them to book direct on their next visit.

Pre-arrival

Get your guests excited for their upcoming stay and share relevant details about their reservation or promote available activities and amenities. These are also a great opportunity for upsells.

We miss you

Send past guests a special note when nearing the anniversary of their last stay, reminding them of the special time they had.

Qualification

Set up a custom recurring campaign based on the qualifying event of your choosing. For example, you can use qualification campaigns to trigger emails when a guest achieves a new loyalty tier, or when they submit a form on your website.

Three popular types of one-time campaigns are:

Events and announcements

Planning a holiday soiree at your restaurant? Offering seasonal packages? Let your guests know and invite them to join you.

Newsletter

Send your guests regular updates about goings-on at your hotel and share photos that keep your property top-of-mind for when guests are ready to make their next trip.

Room offers

Trying to fill up last-minute vacancies or round out the season? Use offers and promotions for specific rooms or packages to entice bookers.

Benchmarks for recurring campaigns

Each one of these campaigns is another tool in a hotel marketer's kit for winning direct revenue and guest engagement.

Compare your campaign performance to these global benchmarks for open rates, click-through rates, and conversion rates for recurring campaigns.

68.7%

global open rate and

18.6%

CTR for pre-arrival campaigns

66.4%

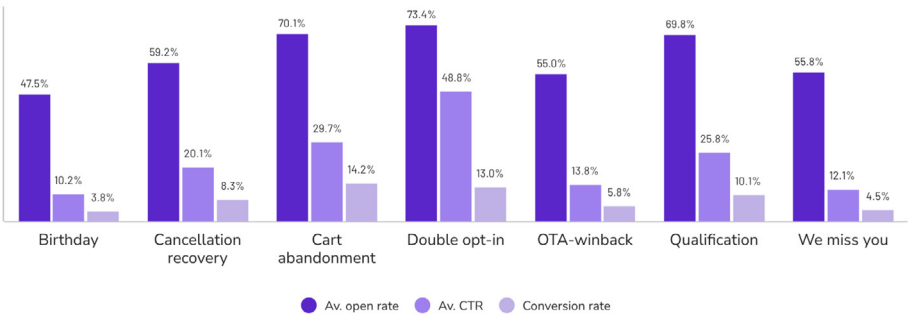
global open rate and

14.8%

CTR for welcome campaigns

REVINATE MARKETING

Recurring campaigns - Global



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Want to learn more about cart abandonment and ways to recover lost revenue?

Take a look at the web capture section of this report.

Average booking value and room nights booked for recurring campaigns - Global

Birthday

- \$793 average booking value
- 3 room nights per booking

Cancellation recovery

- \$1,109 average booking value
- 4 room nights per booking

Cart abandonment

- \$890 average booking value
- 3 room nights per booking

Double opt-in

- \$634 average booking value
- 4 room nights per booking

Qualification

- \$951 average booking value
- 5 room nights per booking

We miss you

- \$524 average booking value
- 3 room nights per booking

Room nights booked are per booking for recurring campaigns.

2024 Hospitality Benchmark Report. Statistics powered by Revinate.



Benchmarking revenue for recurring campaigns

When benchmarking the average value per booking (ABV) and average room nights per booking (RNB), it's clear just how lucrative these campaigns can be. Cancellation recovery emails net the highest ABV globally at \$1,109.

Need ideas for your next campaign?

Check out our [inspirations page](#) with examples of top-performing emails from hoteliers around the world.

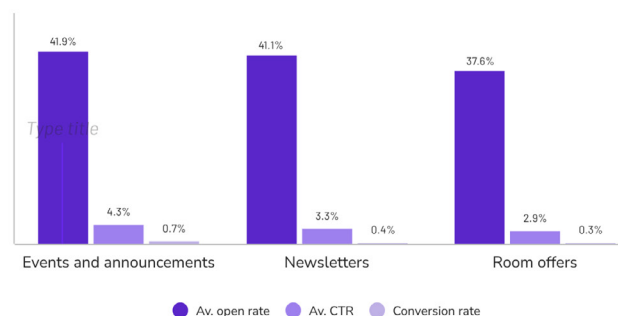
Benchmarks for one-time campaigns

Regularly deploying one-time campaigns can help you round out your revenue goals and create even more opportunities to connect with your guests. Performance metrics are lower on average for one-time campaigns, but that doesn't mean they aren't worth the effort. Just look at these benchmarks for room nights booked per campaign and average booking values.

Even though newsletters aren't typically heavy on a sales pitch, they can drive an average of 84 room nights per campaign and an average booking value of \$1,286.

London hotelier [The Other House](#) used their April newsletter to promote upcoming occasions like Easter Brunch alongside regular activities like wine tastings, new cocktails on the menu, and walking tours. Sent only to their opt-in subscribers, The Other House generated an impressive 428 room nights from this newsletter.

REVINATE MARKETING One-time campaigns - Global



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\$914 average booking value and 66 room nights booked per event and announcement campaign

\$1286 average booking value and 84 room nights booked per newsletter campaign

\$763 average booking value and 92 room nights booked per room offer campaign

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Top campaigns by average booking value - Global

Newsletter

- \$1,286 average booking value
- one-time campaign

Cancellation recovery

- \$1,109 average booking value
- recurring campaign

Qualification

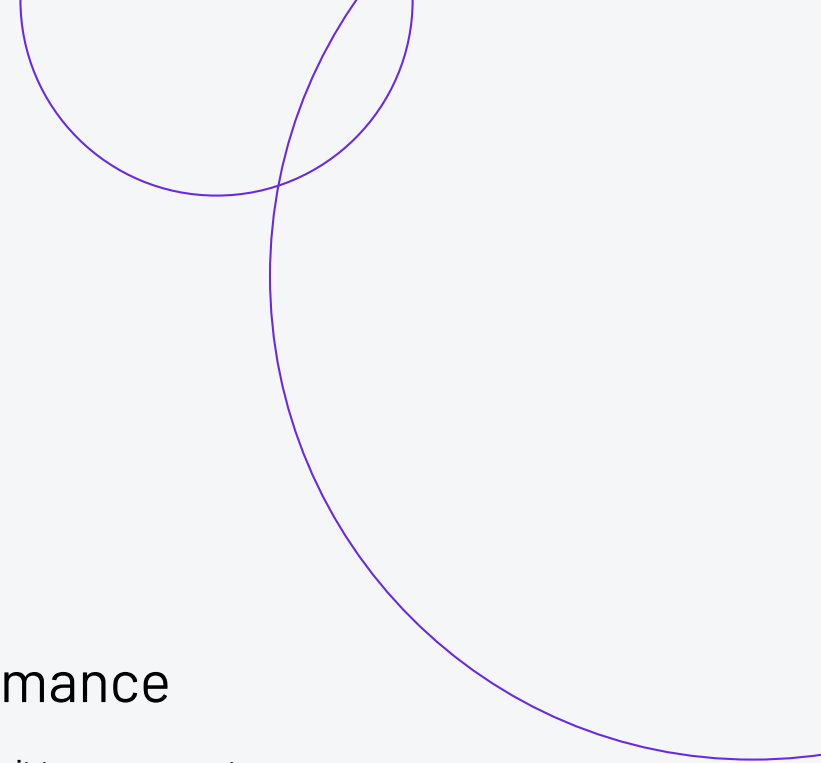
- \$951 average booking value
- recurring campaign

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Top campaigns by average booking value

All campaign types are important — but some hold a special place in our hearts. Here are the top three revenue-generating email campaigns by average booking value.



Upsells: Benchmarks for revenue and email performance

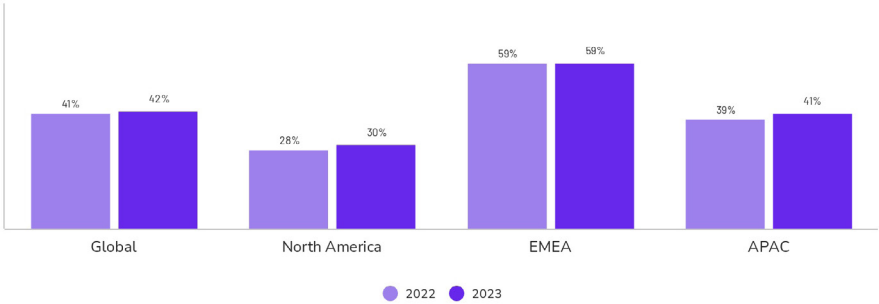
Confirmation and pre-arrival emails are an important touch point for preparing guests for their visit to your property and for starting their stay off on the right note.

They're also the perfect opportunity to offer your guests an upsell — whether it's a room with a better view, a dinner special at your restaurant, or champagne for two.

Upsell utilization

At the global level, 42% of hoteliers are using upsells with their confirmation or pre-arrival emails, up two percentage points compared to 2022.

REVINATE MARKETING
Upsell utilization - Overview



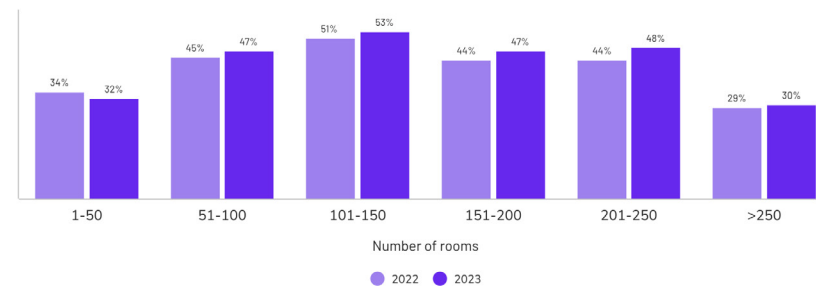
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Upsells utilization by hotel size

When comparing by hotel size, hotels with 51+ rooms grew their upsell usage by several points. Hotels with 1-50 rooms had lower upsell utilization overall, and decreased their usage slightly compared to last year.

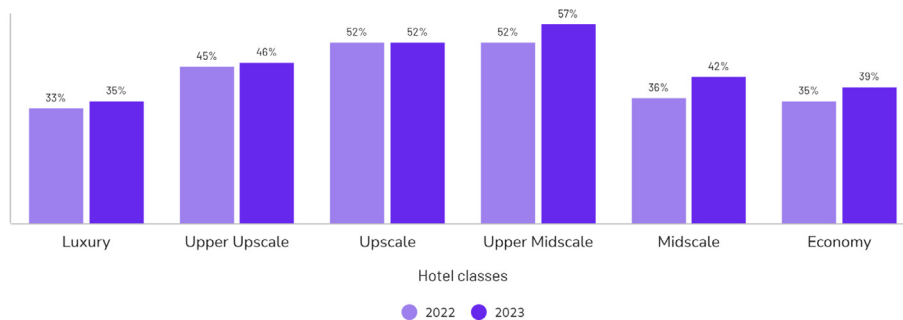
REVINATE MARKETING
Upsells utilization (by hotel room count) - Global



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REVINATE MARKETING
Upsells utilization (by hotel class) - Global



2024 Hospitality Benchmark Report. Statistics powered by Revinate.



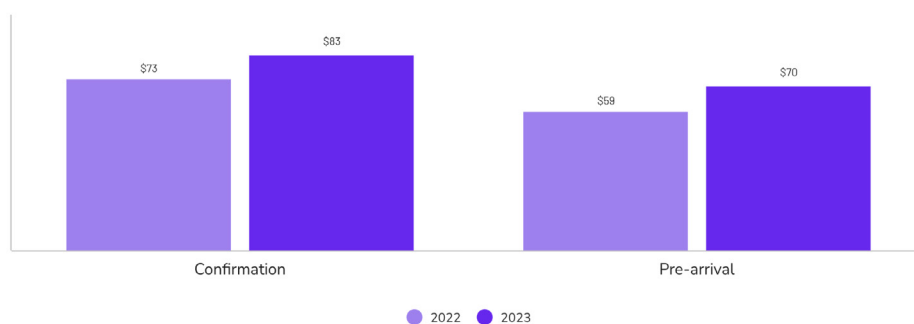
Upsells utilization by hotel class

We see more variation when examining upsell usage according to hotel class. Upper Midscale and Midscale hotels had the largest increases in their upsell usage over 2022, landing at 57% and 42% respectively. Upper Midscale properties also had the highest upsell rates. Meanwhile, Luxury hotels had lower utilization at 35%.

A well-deployed upsell is both a chance to bring in more revenue and a chance to delight your guests by showing you understand them. Upsell offers can be personalized according to stay history, preferences, and more. Ignoring upsells is a missed opportunity.

REVINATE MARKETING

Upsell revenue per booking by campaign type - Global



2024 Hospitality Benchmark Report. Statistics powered by Revinate.



Upsell revenue per booking

At the global level, upsell revenue from confirmation emails grew by 14.2%, from \$73 to \$83 per booking. Revenue from pre-arrival emails, meanwhile, grew 18.8%.

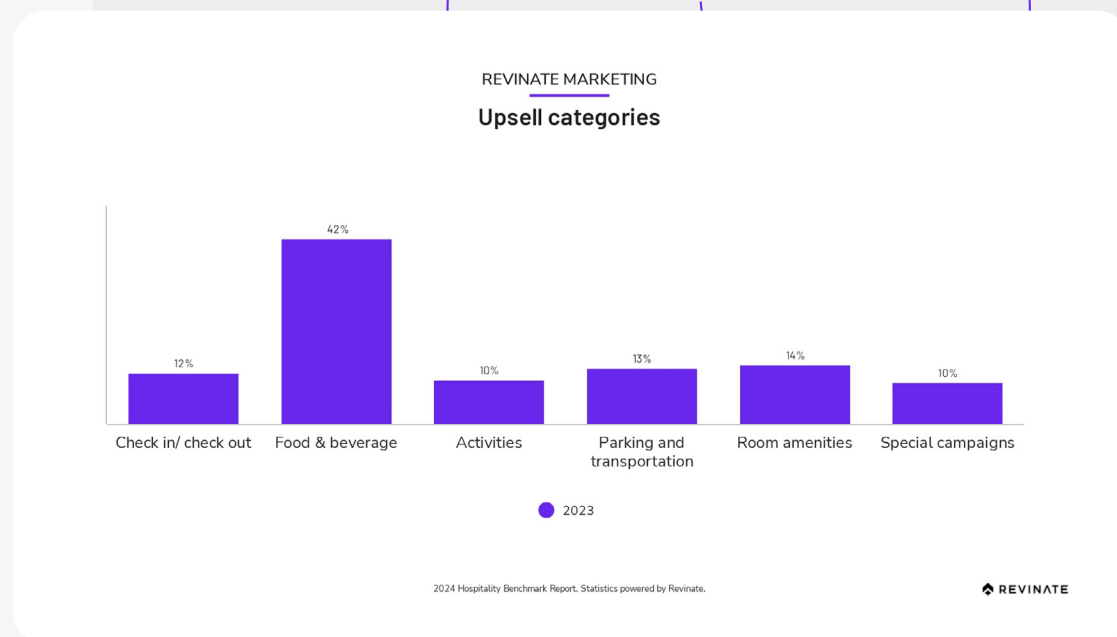
Since upsells are automated campaigns, these numbers add up fast and create an always-on revenue stream. Revinate customers collectively generated over six million dollars in amenity and upsell sales in 2023.

Upsell category breakdown

What upsells are guests the most interested in? In 2023, we saw over 96,000 unique upsell entries from hoteliers. We parsed all of these upsells into distinct categories:

- **Check-in or check-out:** Upsells relating to late or early arrivals or departures.
- **Food and beverage:** A bottle of champagne? Cheese plate? Buffet breakfast? Candle-lit table for two in the dining room? This category is for all food and beverage upsells.
- **Activities:** Offers for guests at the spa, golf club, or sightseeing opportunities.
- **Parking and transportation:** Valet parking or airport drop-offs so guests can get to and from your hotel.
- **Room amenities:** An extra cot, rose petals on the bed, a fridge, or a pet-friendly room — anything guests need to make their rooms just right.
- **Special campaigns:** Custom packages, like romantic getaways, family fun packages, birthday celebrations, or other special offers a hotelier can dream up to delight their guests.

The results? Food and beverage was the most popular category by a large margin, at 42% of all upsells. The other categories ranged from 10-14% utilization, showing there are lots of opportunities for you to get creative with your upsell offers to guests and give them the perfect stay they're looking for.



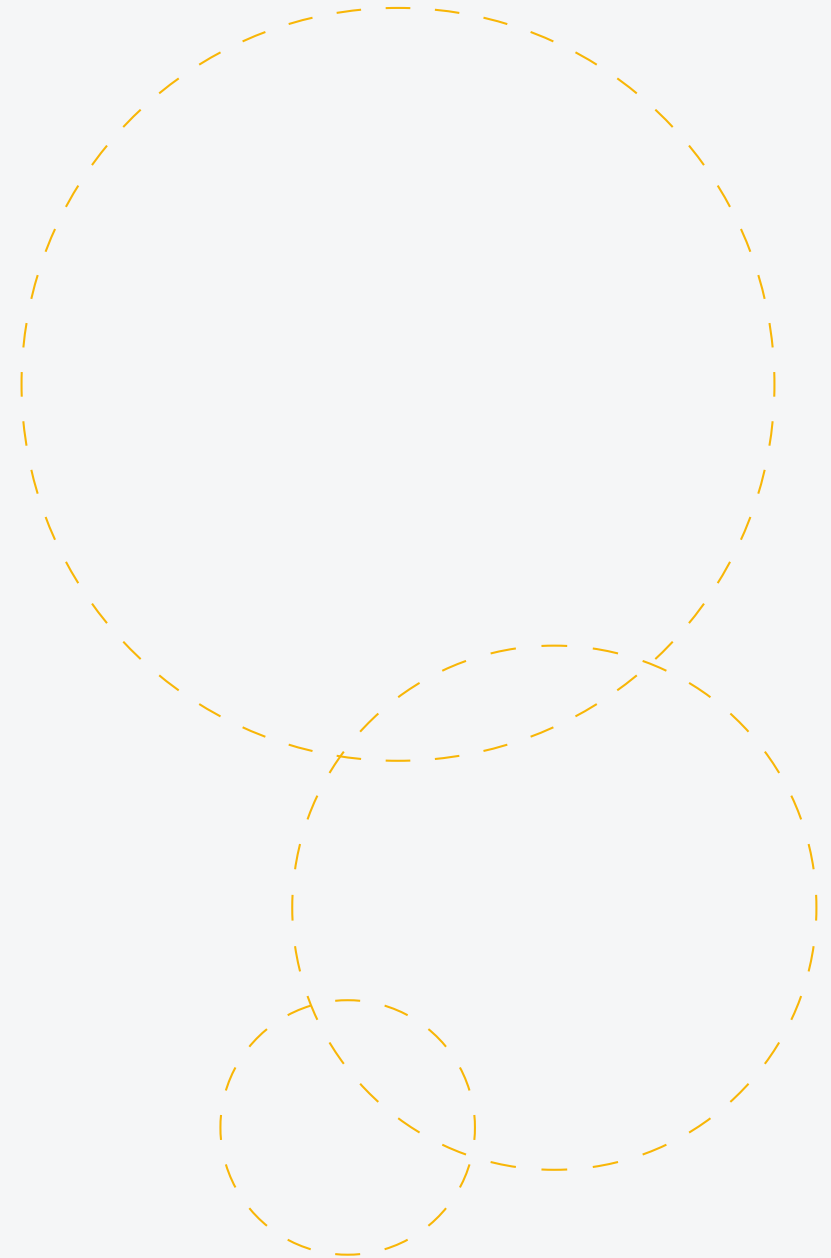
Surveys: Benchmarks for response rates and NPS

Surveys are a direct line of communication with your guests, providing insights that can shape and elevate the guest journey.

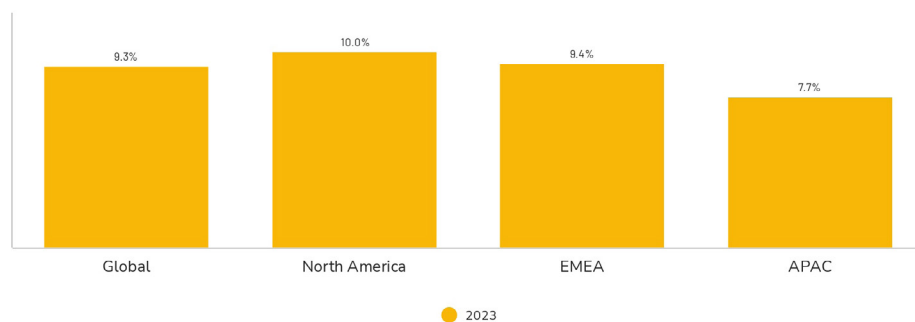
These insights not only help you drive operational improvements, but also foster loyalty, satisfaction, and long-term success.

Physical comment cards left in hotel rooms are long gone. With the right analytics and reporting, email surveys provide you with essential quantitative and qualitative data on the guest experience.

We'll examine benchmarks for survey response rates and Net Promoter Scores to understand how hoteliers are engaging their guests and meeting expectations.



REVINATE GUEST FEEDBACK
Survey response rate - Overview



2024 Hospitality Benchmark Report. Statistics powered by Revinate.



Survey response rate

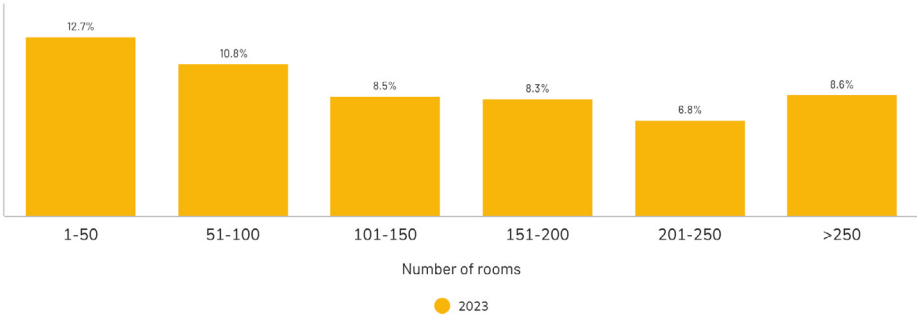
Use benchmarks for survey response rates to understand whether your metrics are in line with your peers. If your response rates are much lower than these benchmarks, consider updating your surveys following our [recommended best practices](#).

The average survey response rate at the global level is 9.3%.

Survey response rate by hotel size

When considering hotel size, smaller hotels with 1-50 rooms have the highest response rates, at 12.7%. Smaller properties may help guests feel like their voices are larger.

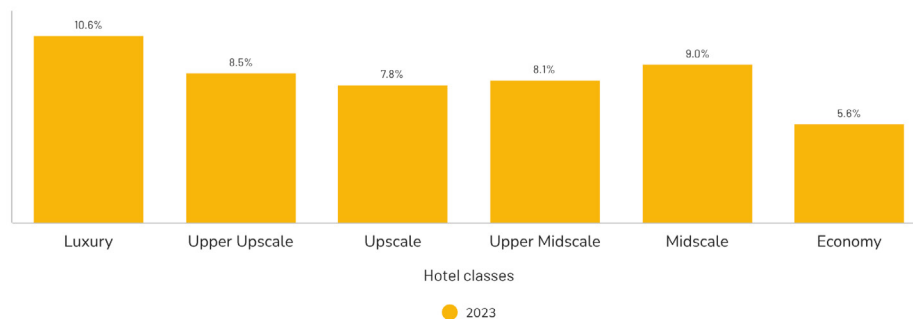
REVINATE GUEST FEEDBACK
Survey response rate (by hotel room count) - Global



2024 Hospitality Benchmark Report. Statistics powered by Revinate.



REVINATE GUEST FEEDBACK
Survey response rate (by hotel class) - Global



2024 Hospitality Benchmark Report. Statistics powered by Revinate.

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Survey response rate by hotel class

Luxury hotels also see higher response rates, at 10.6%. All of the extra care and attention that luxury hotels typically provide can show guests how invested the hotel is. When guests see that you care about the details of their experience, they are much more likely to make the effort to share their perspective with you.



Automatically prompt survey respondents to cross-post their responses as a review to increase your hotel's review volume and improve your rankings.

Check out the reputation management benchmarks of this report to learn more.

Average NPS

“On a scale of 0-to-10, how likely is it that you would recommend this brand to a friend or colleague?”

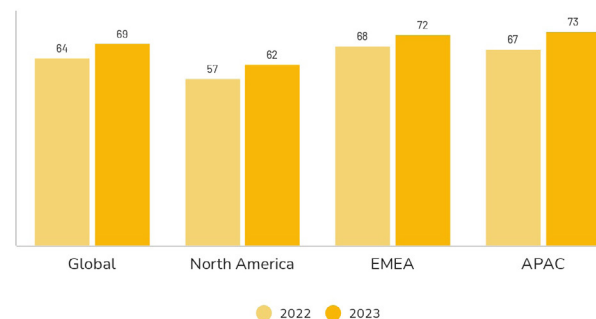
This is the question that your Net Promoter Score (NPS) boils down to. It measures how satisfied your guests are with their experience by calculating the percentage of promoters (those who respond with a 9 or 10) minus the percentage of detractors (those who respond with a score of 0 to 6).

A score above zero means your hotel has more promoters than detractors.

A score above 20 is complimentary, a score above 50 is considered excellent, and a score above 80 is *par excellence*.

Globally, NPS rose 7.1% in 2023, from 64 to 69.

REVINATE GUEST FEEDBACK Net Promoter Score overview



7.1%
increase in average NPS
year-over-year globally

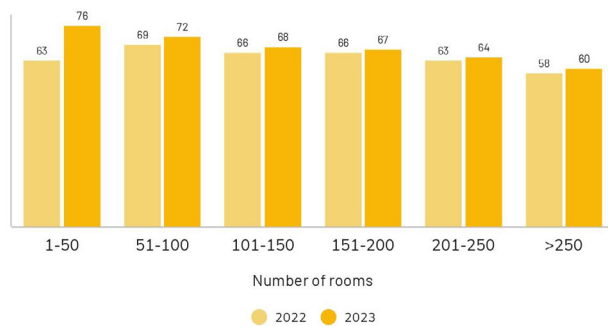
APAC registered the
highest year-over-year
increase with 8.2%.

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REVINATE GUEST FEEDBACK

Net Promoter Score (by hotel room count) - Global



2024 Hospitality Benchmark Report. Statistics powered by Revinate.

REVINATE

20%

increase in average NPS
year-over-year globally for
hotels with 1-50 rooms

Average NPS by hotel size

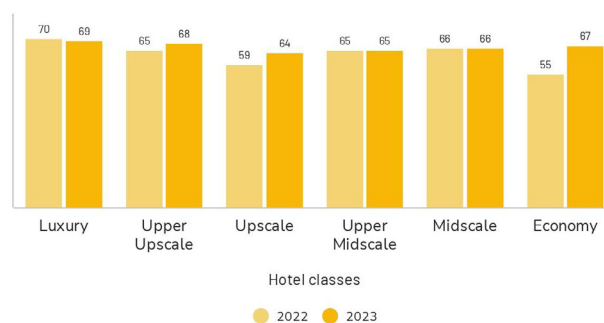
Smaller hotels with 1-50 rooms saw a dramatic 20% increase in their scores, while other hotels improved their scores by 2.3-3.4%.

Average NPS by hotel class

Meanwhile, there is more variation at the global level when comparing hotels according to class. Upper Upscale and Upscale hotels grew their NPS by 4.2% and 7.8% respectively, while Luxury and Upper Midscale property scores decreased slightly. Economy hotels saw a large gain of 21%.

Learn more about managing your NPS score with our blog post, [“Demystifying the Net Promoter Score for Hotels.”](#)

REVINATE GUEST FEEDBACK
Net Promoter Score (by hotel class) - Global



2024 Hospitality Benchmark Report. Statistics powered by Revinate.

REVINATE

21%
increase in average NPS
year-over-year globally for
economy class hotels

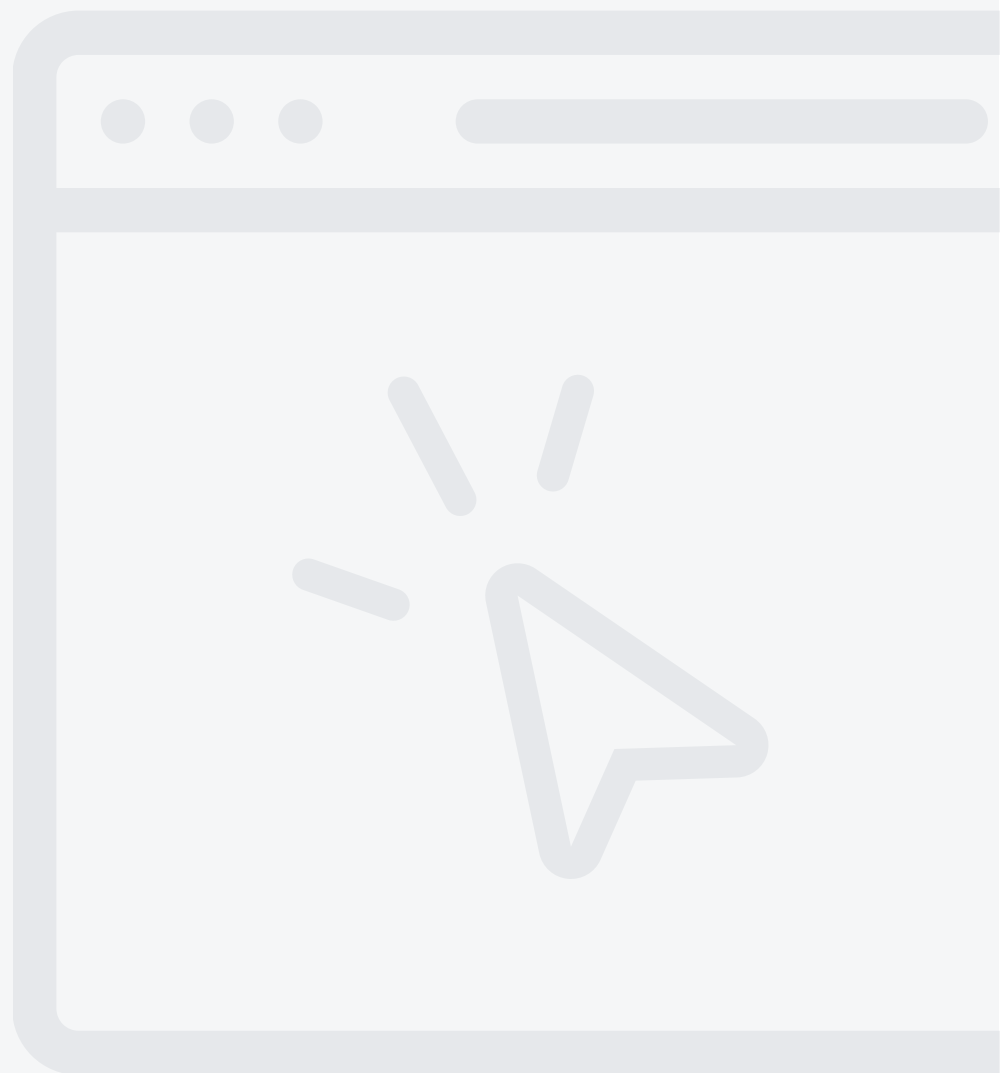
04 Web capture channel

Introduction

The web capture channel represents how hoteliers collect guest data from across their online footprint — including review sites, OTAs, and their own brand page — and activate this data to drive direct revenue. Revinate collects web capture data in the form of [reputation management](#) as well as [website and cart abandonment](#).

A data-driven approach to web capture and reputation management gives hoteliers the power to take control of the guest experience by understanding and applying guest feedback and online behavior at scale. In turn, they drive more revenue: [one study](#) found that a 1-star increase in online ratings can lead to a 2.2-3% increase in monthly revenue. And a [Cornell study](#) found that hotels that respond to 40-45% of reviews may see their booking revenue increase by 2.2x compared to those who don't answer their reviews at all.

With reputation management, hoteliers monitor their hotel rating across review sites and [respond to reviews](#). We'll explore how benchmarks for reputation management vary across region, room count, and hotel class.





What does advanced reputation management look like in action? Portland, USA hotelier the [Inn @ Northrup Station](#) used Revinate Guest Feedback to capture comments from guests and respond to reviews.

Within a year, they rose from the #13 spot on Tripadvisor to #1, securing more bookings than ever before along the way.

Website and cart abandonment refers to guests and potential guests who browse your website, enter the booking engine, but ultimately don't complete their reservation.

The [cart abandonment rate for hotels is 80%](#) – meaning one in five guests who start a reservation won't finish. That's a lot of revenue slipping through the cracks.



[The Ovolo Group](#), based in Hong Kong and Australia, had been losing guests to cart abandonment. But with Revinate, they activated an always-on cart abandonment campaign that highlighted the benefits of booking direct, like free cancellation. It paid for itself with one campaign.

Abandonment can happen for lots of reasons — better rates, a change of plans, or just plain old distraction. Hoteliers can capture these visitors' email addresses from the booking engine alongside browsing information and use that data to send targeted messages and win back lost revenue.

We'll share benchmarks for open rates, click-through rates, conversion rates, and revenue per booking from cart abandonment campaigns.

Once it's set up, SCA works in the background to drive direct bookings, freeing up the marketing team to work on other projects

Stephen Howard, Group Director of Marketing.

Global web capture benchmarks

The purpose of these benchmarks is to help hoteliers evaluate their own performance, identify areas for improvement, and set realistic goals.

Within the web capture category, we'll share global benchmarks for reputation management and cart abandonment campaigns.

Reputation management: Benchmarks for review volume, top review sites, average ratings, and more

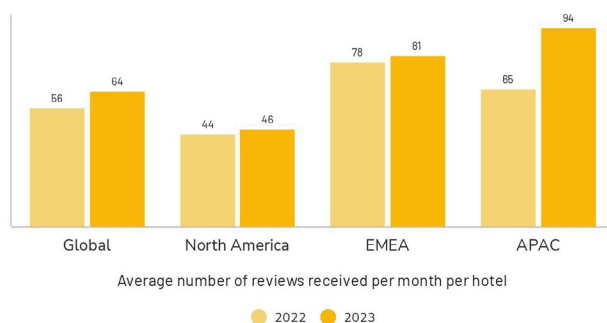
The difference between a #1 spot on Tripadvisor and #10 spot can be the difference between a thriving property and a floundering one. That's no surprise, since location, price, and reviews are the [top three factors](#) in booking decisions.

As such, hoteliers that actively manage their reputation across review sites with data have an advantage.



REVINATE GUEST FEEDBACK

Hotel review volume



2024 Hospitality Benchmark Report. Statistics powered by Revinate.



13%

increase in average hotel review volume year-over-year globally

APAC registered the highest gains in review volume per month with a 45% increase year-over-year.

Hotel review volume

At the global level, the average number of reviews a hotel receives each month increased by 12.8%, from 56 to 64. APAC saw the most dramatic gains with a 45.3% increase, while EMEA and NAM review volume rose by 4.4% and 4.1% respectively. This tracks with [global trends in occupancy rates](#).

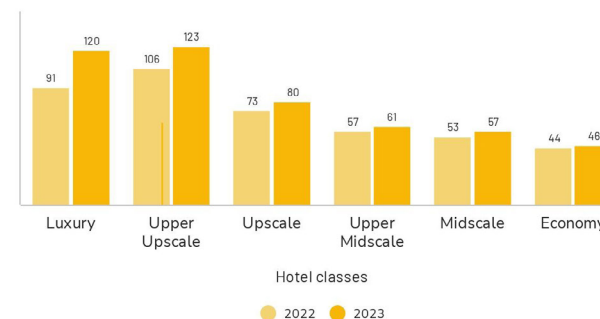


Hotel review volume by hotel class

Increases in review volume were not distributed evenly across hotel classes. Luxury, Upper Upscale, and Upscale hotels all had more reviews per month on average and even greater increases in 2023 compared to Upper Midscale, Midscale, and Economy properties.

Remember, more — and better — reviews don't just happen on their own. You need to ask for them. Try checking in mid-stay (the messaging channel is especially apt for this) to see how a guest's stay is going. This way, you'll have time to address and resolve any issues that may have come up. Then, solicit guest reviews after checkout with automated emails, and watch the five-star reviews come rolling in.

REVINATE GUEST FEEDBACK
Hotel review volume (by hotel class) - Global



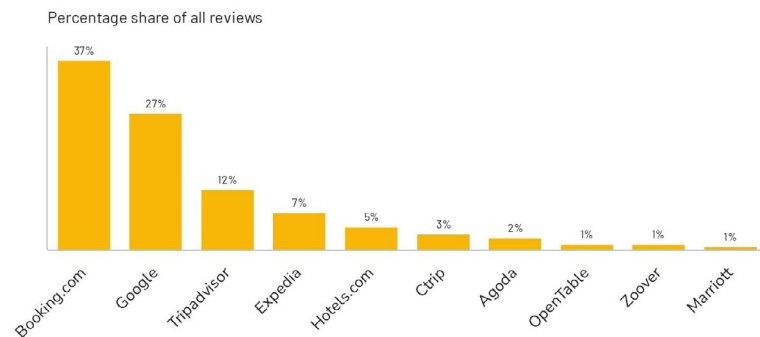
32%

increase in average hotel review volume for Luxury properties year-over-year

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REVINATE GUEST FEEDBACK
Top review sites – Global



Site rankings

- 1 Booking.com
- 2 Google
- 3 TripAdvisor
- 4 Expedia
- 5 Hotels.com
- 6 Ctrip
- 7 Agoda
- 8 OpenTable
- 9 Zoover
- 10 Marriott Verified Reviews

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Top review sites

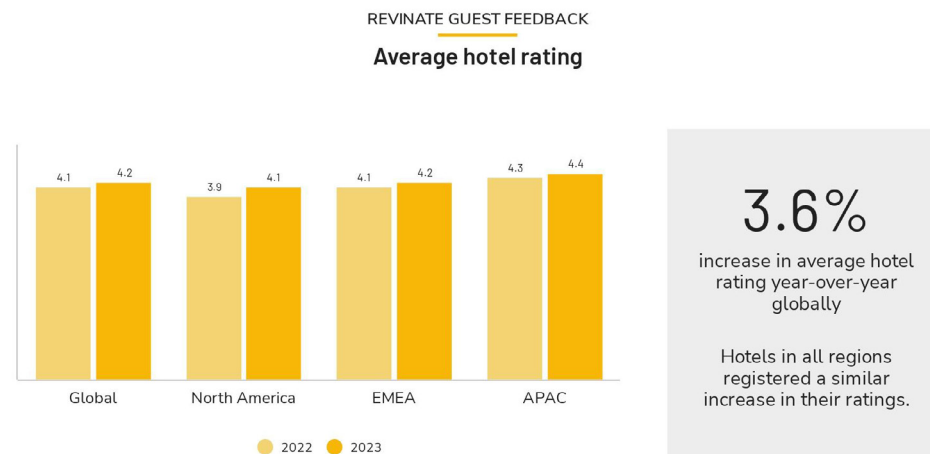
Hoteliers also need to prioritize the review sites with the most visibility in order to use staff time efficiently. Around the world, Booking.com takes the prize for the largest share of reviews.

The other top players include Google, Tripadvisor, and Expedia. We'll explore regional differences in the Asia-Pacific, EMEA, and North America sections of this report.

Average hotel rating

In 2023, the global average hotel rating increased from 4.1 to 4.2. This is good news after a difficult 2022, when we reported a [slight dip](#) in global average ratings compared to 2021. 2022 was a challenging year for hoteliers, as [recovering occupancy](#) and [resurgent ADR](#) combined with a [staffing shortage](#) contributed to decreased guest satisfaction.

While staffing challenges continued into 2023, this rise in average hotel ratings is an encouraging sign that hoteliers are adapting to meet guest expectations.

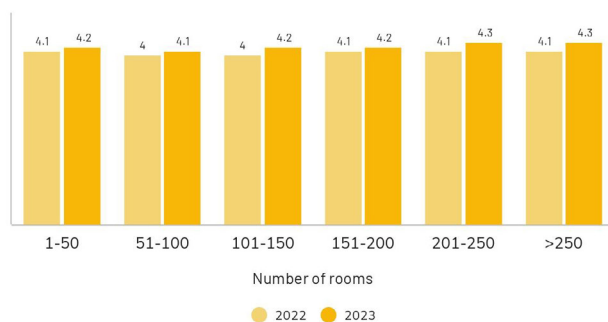


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REVINATE GUEST FEEDBACK

Average hotel rating (by room count) – Global



3.9%

increase in average hotel rating year-over-year globally for hotels with more than 250 rooms

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REVINATE

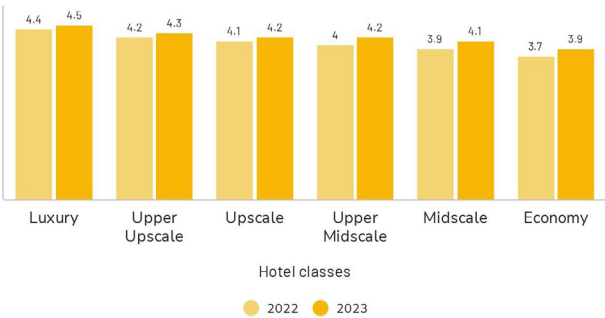
Average hotel rating by hotel size

When we examine changes in hotel rating by room count, the largest properties were able to increase their average ratings by bigger margins. Managing reputation for large properties in particular requires a data-driven approach with [advanced reporting and automation](#).

Average hotel rating by hotel class

Comparing average hotel ratings by class, we see that Midscale and Economy hotels achieved the largest gains. Still, ratings and class are roughly correlated, with Luxury hotels receiving the highest ratings and Economy hotels the lowest.

REVINATE GUEST FEEDBACK
Average hotel rating (by hotel class) - Global

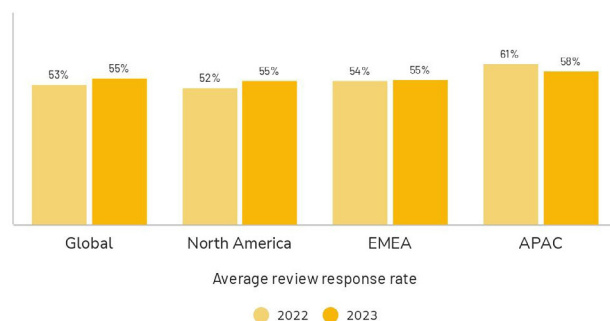


2.5%
increase in average hotel rating year-over-year globally for Luxury hotels.

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REVINATE GUEST FEEDBACK
Hotel review response rate



2024 Hospitality Benchmark Report. Statistics powered by Revinate.



4.6%
growth in average hotel
response rate to reviews
globally

Review response rate

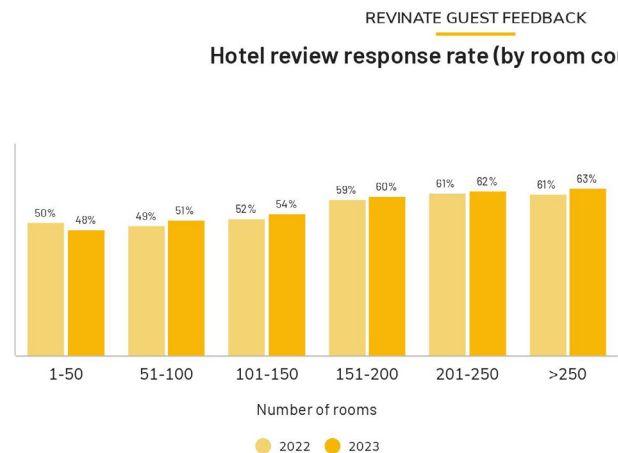
One effective strategy to improve your rating is to engage with reviews. A [Cornell study](#) has shown that responding to reviews, especially [negative](#) ones, can positively impact customers' perception of a business and result in higher rating scores. In fact, [78% of customers state](#) that seeing management responses to online reviews makes them feel like the business values their opinion.

Revinate recommends that hoteliers respond to 100% of negative reviews, and about half of [positive reviews](#) as a best practice. Learn more tips for managing your reputation in our guide, "[How to respond to hotel reviews](#)."

The same Cornell study revealed that hotels that respond to 40-45% of reviews may increase their booking revenue by 2.2x compared to hotels that don't answer reviews at all. However, responding to more than 40-45% of reviews had diminishing returns. Clearly, hoteliers around the globe are exceeding this threshold and actively engaging with their guests on review sites.

Review response rate by hotel size

When analyzing review response rates by room count, larger hotels (150+ rooms) responded to a higher percentage of their reviews than properties with fewer than 150 rooms by a wide margin. Hotels with 1-50 rooms are the only size who responded to fewer reviews in 2023 than 2022, dropping their response rate -5.4%.



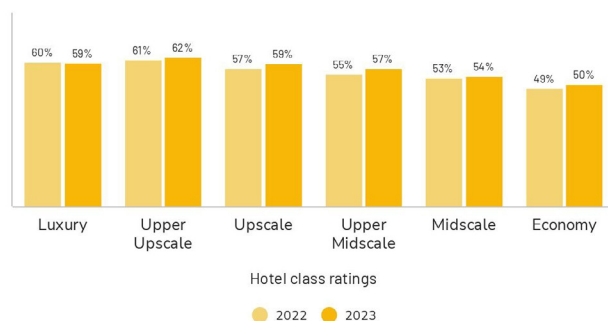
4%

increase in average review response rate year-over-year globally for hotels with 51-100 rooms

2024 Hospitality Benchmark Report. Statistics powered by Revinate.

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REVINATE GUEST FEEDBACK
Hotel review response rate (by hotel class) - Global



4%
 increase in average review
 response rate year-over-
 year globally for Upper
 Midscale hotels

2024 Hospitality Benchmark Report. Statistics powered by Revinate.

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Review response rate by hotel class

Response rates according to hotel class remained fairly consistent compared to 2022, only moving a few percentage points up or down. Luxury and Upper Upscale hotels responded to proportionally more reviews, demonstrating the high-touch service these properties provide.

Use this benchmark data to see how your hotel matches up with your peers. Remember, guests leave reviews when asked to, so make sure you ask often and at right moment — after they've completed an excellent stay. Respond to both positive and negative reviews to show that you take guest feedback seriously. More reviews and higher rankings can lead directly to more bookings.

Cart abandonment: Benchmarks for open rates, click-through rates, conversion rates, and revenue

Cart abandonment campaigns are one of hoteliers' richest opportunities to win incremental direct revenue from the same volume of website traffic. For every 100 people that enter the booking engine, only about 20 will complete their reservations.

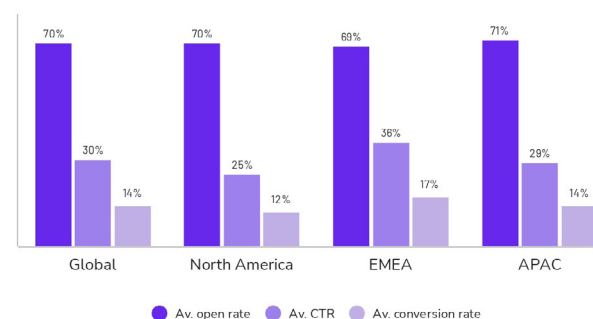
Instead of letting the other 80 go, a simple follow-up email should secure another 11 bookings, using the global average conversion rate of 14%.

Cart abandonment overview

Engagement benchmarks — open rates and click-through rates — for cart abandonment campaigns are higher than average at 70% and 30% respectively. The global averages for all email campaigns, meanwhile, are a 42.7% open rate and a 4.2% click-through rate.

At 14%, cart abandonment conversion rates also significantly outperform the global average conversion rate of 0.8% for campaigns of all types.

REVINATE MARKETING Cart abandonment - overview



2024 Hospitality Benchmark Report. Statistics powered by Revinate.

14%

average global conversion rate for cart abandonment campaigns

REVINATE

Cart abandonment - average booking value and room nights booked**Global**

- \$890 average booking value
- 3 average room nights booked

North America

- \$1,354 average booking value
- 4 average room nights booked

EMEA

- \$441 average booking value
- 2 average room nights booked

APAC

- \$874 average booking value
- 3 average room nights booked

Average booking value and room nights booked

So, what does this all mean for your bottom line? Each reservation from a cart abandonment campaign averages three room nights and \$890 in booking revenue. Using our example above, that would equate to 33 room nights and \$9,790 of incremental direct revenue.

Looking for inspiration on how to improve your cart abandonment campaigns? Check out our guide, [“Top 10 strategies to recover revenue from website and cart abandonment,”](#) with example campaigns from top properties around the world.

[The French Lick Resort](#), a renowned complex located in Indiana, USA, used cart abandonment campaigns to remind guests about incomplete reservations. They also offered the option to follow up through phone calls.

In one year, the French Lick team collected data on more than 3,000 customers who abandoned the booking engine. By working with their reservations team, the resort secured more than 800 of these abandoned reservations.



05 Appendix

Data definitions

We have defined the statistics and data calculations presented in this report.

We've also included definitions for acronyms and information on regional segmentation.

Have any questions? Drop us a line — we're here to help.

media@revinate.com



Automation rate	The count of messages resolved by Ivy divided by the total number of messages resolved by Ivy or staff combined.
Average booking value	The total \$USD value of reservations divided by the total number of reservations. This represents the average value of an individual booking from a given segment.
Call volume	The average number of inbound phones a hotel receives per month.
Click-through rate	The number of emails where a hyperlink was clicked divided by the number of sent emails.
Conversion rate	The number of completed bookings divided by the number of sent emails.
Database growth	<p>"We identified the total number of database records of profiles in each regional segment in 2022 and the number of database records those same customers had in 2023, and calculated the percent change. This method is called same-store sales, and it represents the average growth of a hotelier's database in that time period.</p> <p>(The number of database records of hoteliers in 2023 minus the number of database records of those same hoteliers in 2022) divided by the number of database records of the same hoteliers in 2022."</p>
Database records with an OTA-masked email address	The number of raw profiles with a known OTA-masked email address divided by the total number of raw profiles.
Database records with phone numbers	The number of records in a database with a phone number divided by the total number of records.
Database records with valid email addresses	The number of records in a database with a valid email address divided by the total number of records. A valid email address is defined as one not masked by an OTA.
Email capture rate	Total number of non-booked lead calls where emails were obtained in the process divided by the number of total non-booked lead calls.
Hotel class	Hotel classes are defined using the Smith Travel Research (STR) system, including Luxury, Upper Upscale, Upscale, Upper Midscale, Midscale, and Economy.
Hotel rating	The score a hotel receives on a scale of 1-5 on public review sites.

Hotel review volume	The average number of new public reviews a hotel receives each month.
Incoming message volume	Average number of messages that guests send to Ivy per month.
Incoming messages	Messages that guests send to Ivy.
Incremental revenue per room from outbound calls	The additional revenue a hotelier earns per room based on the outbound conversion rate of non-booked leads multiplied by the average booking value of a reservation made on the voice channel.
Lead call conversion rate	Total number of booked inbound lead calls divided by the total number of inbound lead calls.
Lead call volume	The average number of phone calls received from leads that a hotel receives per month. Lead calls are calls inquiring about reservations as opposed to other inquiries.
Median resolution time	The median is the midpoint in the range of times it takes for a guest message to be considered “resolved” – i.e. no further action is needed. Ivy’s resolution time is based on her ability to auto-resolve guest messages, while staff resolution time is based on their time to manually address and resolve messages. We are presenting the median because it excludes extreme outliers — for example, when a hotelier has addressed a guest’s concern but forgets to mark it as resolved.
Merged profiles per database	The number of merged profiles divided by the number of raw profiles in a customer database
Messaging engagement rate	The number of times a guest responds to Ivy’s first message divided by the total number of first messages from Ivy each month summed across all months in 2023 divided by 12.
Messaging opt-out rate	The percent of guests who decline to receive further messages from Ivy.
Micro-region: ANZ	Data includes hotels located in Australia and New Zealand
Micro-region: Benelux	Data includes hotels located in Belgium, Luxembourg, and the Netherlands.
Micro-region: DACH	Data includes hotels located in Austria, Germany, Liechtenstein, and Switzerland.

Micro-region: MEA	Data includes hotels located in the Middle East and Africa.
Micro-region: Rest of APAC	Data includes hotels located in Bangladesh, Bhutan, China, Cook Islands, Fiji, French Polynesia, Guam, Hong Kong, Japan, Republic of Korea, Macao, Maldives, Mongolia, Nepal, New Caledonia, Northern Mariana Islands, Pakistan, Papua New Guinea, Samoa, Solomon Islands, South Korea, Sri Lanka, Taiwan, Tonga, Vanuatu, Palau
Micro-region: Rest of Europe	Data includes hotels located in Albania, Andorra, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Georgia, Gibraltar, Greece, Guernsey, Hungary, Iceland, Italy, Latvia, Lithuania, Macedonia, Malta, Moldova, Monaco, Montenegro, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Turkey, and Ukraine.
Micro-region: Scandinavia	Data includes hotels located in Denmark, Norway, and Sweden.
Micro-region: SEA	South East Asia. Data includes hotels located in Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, Vietnam.
Micro-region: UKI	Data includes hotels located in the United Kingdom and Ireland.
Net Promoter Score	<p>"Net Promoter Score (NPS) is a measure used to gauge customer loyalty, satisfaction, and enthusiasm with a company that's calculated by asking customers one question: "On a scale from 0 to 10, how likely are you to recommend this product/company to a friend or colleague?" To get the aggregate NPS scores, we make the following calculations:</p> <p>#Promoters = # of Surveys with NPS >= 8 #Detractors = # of Surveys with NPS <= 6 #Responders = # of Surveys with NPS >= 0</p> <p>%Promoters = $100 \times (\text{\#Promoters} / \text{\#Responders})$ %Detractors = $100 \times (\text{\#Detractors} / \text{\#Responders})$</p> <p>NPS = %Promoters - %Detractors"</p>
Non-booked lead volume	Average total number of lead calls that do not result in a reservation.
One-time campaigns	Campaigns where all emails are sent to recipients at the same time.
Open rate	The number of emails opened divided by the number of sent emails.

Outbound conversion rate of non-booked leads	The number of booked outbound calls without any associated inbound call within 30 days prior to the booking divided by the total number of non-booked leads.
Outgoing messages	Messages that Ivy sends to a guest. Includes both automated messages and those written by staff.
Recurring campaigns	Campaigns where emails are sent to recipients at different times automatically based on certain events or triggers, such as checking in, a guest's birthday, or canceling a booking.
Region: APAC	Asia-Pacific. Data includes hotels in all APAC micro-regions combined.
Region: EMEA	Europe, the Middle East, and Africa. Data includes hotels in all EMEA micro-regions combined.
Region: Global	Data from North America, EMEA, and APAC combined
Region: NAM	North America. Data includes hotels located in Canada, the Caribbean, Central America, Mexico, and the United States.
Revenue per segment filter	The total average of (revenue of a segmented campaign divided by the number of emails sent).
Review response rate	The average number of new reviews a hotelier publicly responds to.
Room nights per booking (recurring campaigns)	The average number of room nights in an individual reservation from a recurring campaign within a segment.
Room nights per campaign (one-time campaigns)	The total number of room nights reserved as a result of one-time campaigns averaged across all one-time campaigns by segment within the year.
Send size	The number of emails sent in a campaign.
Survey response rate	The number of surveys sent to guests divided by number of surveys submitted by guests.
Upsell categorization	A statistically significant random sample of upsells were labeled to determine the population proportion of categories with 99% confidence and a bound of error of 5%.
Upsell revenue	The average revenue per upsell within a segment, i.e. the total upsell revenue divided by the number of upsell campaign emails sent within a segment.
Upsell utilization	Number of customer accounts who have deployed an upsell campaign divided by the total number of customer accounts within the segment. Only applies to customers with subscription in both 2022 and 2023 for accurate year-over-year comparison.
Value (in USD) of database records with phone numbers	Incremental value is determined by the difference between the average revenue of all bookings with a phone number compared to the average revenue of the remaining bookings without said information.
Value (in USD) of database records with valid email addresses	Incremental value is determined by the difference between the average revenue of all bookings with a valid email address compared to the average revenue of the remaining bookings without said information. A valid email address is defined as one not masked by an OTA.

About Revinate

Revinate empowers hoteliers to connect directly with guests at every touchpoint to deliver delightful experiences and drive direct revenue. Our data platform and guest communication solutions put hoteliers in control of every step of their guests' journeys - initial research, booking, check-in, throughout the stay, and even after check-out. We do this using the communication channels that the guests prefer, whether it's voice, text, email, or through the web.

More than 12,000 hotels bank on Revinate to power unforgettable guest experiences and drive direct revenue.

media@revinate.com