



59 Your guest experience
Based on data from up to 90 days ago | Last updated 7 hours ago

Relocations 0.35%	Cleanliness 4.6/5	Refunds 0.18%
Staff & service 4.5/5	Amenities 4.4/5	Property conditions and facilities 4.4/5
More to come ⓘ Cancellations, check-ins, and more.		

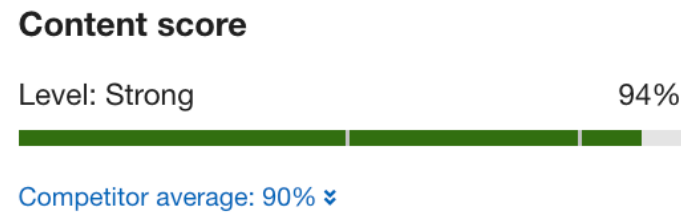
68 Your offer strength
Last updated 7 hours ago

<p>Needs attention</p> <p>Rates & availability observations</p> <p>We've noticed some differences between your Expedia Group rooms and rates and those available on other travel websites.</p>	<p>Content completeness</p> <p>94%</p>
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- Content 100%
- Rates & Availability
- Amenities 100%
- Price Comparison Sites

Expedia's New Guest Experience Score & Ranking – What to Know, What to Do NOW

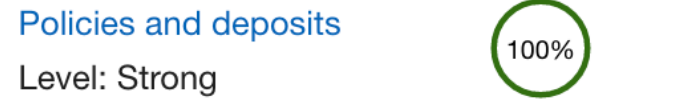
Guest Experience Score is now front and center on your Expedia listing. Ramp up your score for a high ranking by completing the following tasks. The impact will start in August and continue thereafter by ranking your score to your comp's set score.



01 Rates & Availability Observations



- Ensure Rate Parity: Expedia > Your Hotel's Website > All Metasearch Sites
- Complete Availability Action Items



02 Content Completeness



- Complete Content Action Items to 100%
- Review All To-Do Items & Complete to 100% (Room Sizes, Photos, Check In/Out Times, Etc.)



03 Guest Experience



- Messaging Resource Tool: Create Email Templates > Pre-Arrival > During Stay > Post Arrival > Event Alerts
- Communicate to Engage Guest

