



ONEFAM Hostels automate 86% of guest communication across 19 properties with HiJiffy

5,470 CONVERSATIONS **86%** AUTOMATION RATE **19** PROPERTIES **24/7** GUEST COMMUNICATION

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OVERVIEW OF KEY CHALLENGES

The Challenges ONEFAM Faced

The reception team at a ONEFAM property connects people. They take solo travellers from their rooms to meet others, show hidden bars, and turn arrivals into lifelong friends. That is the product.

Before guests arrive or choose a property, they have many questions daily **across 19 properties**. Is luggage storage available before check-in? How much is towel hire? Is it family-friendly? Is it quiet? Sometimes the answer is no, and that matters.

Questions came through various channels: **separate inboxes**, WhatsApp, social media, reception phone, and marketing inbox. Some were answered, many weren't. Each minute a receptionist spent explaining the pet policy was **time lost from building the experience the guest had actually come for**.

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OVERVIEW OF SOLUTIONS · AI BUILT FOR HOSPITALITY

How HiJiffy Solved Them

Instant answers to the most common questions

ONEFAM data shows 34% of enquiries are about check-in, 20% booking management, and 12% property location. These, plus other routine questions, are now automated, reducing emails, calls, and messages.

The right guest, before they book

HiJiffy communicates property identity before booking. The chatbot answers questions about pets, family suitability, and quietness clearly. This prevents mismatched bookings, ensuring guests have the right expectations. Reception teams can then focus on guests who fit perfectly.

From enquiry to instant resolution

HiJiffy **integrates with Cloudbeds**, allowing guests to access relevant information within a single conversation flow. The chatbot **identifies the property, adapts responses based on the guest journey**, and helps **standardize communication** across ONEFAM's locations. This creates a smoother experience for guests while **reducing operational pressure** on reception teams.

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ONEFAM Hostels

All Locations

Hi! I am OneBot and I can help you book your upcoming stay.

- Book a room
- Check In Information
- Location
- Modify Reservation
- More Info
- Join the fam! 🥳

Write a reply...

Automated conversation |  by HiJiffy



WHAT THEY SAY



(...) With 19 properties in ONEFAM Hostels, managing every enquiry manually would be extremely challenging, so having instant responses and 24/7 availability makes a huge difference. The chatbot allows us to automatically resolve a large volume of frequently asked questions(...)



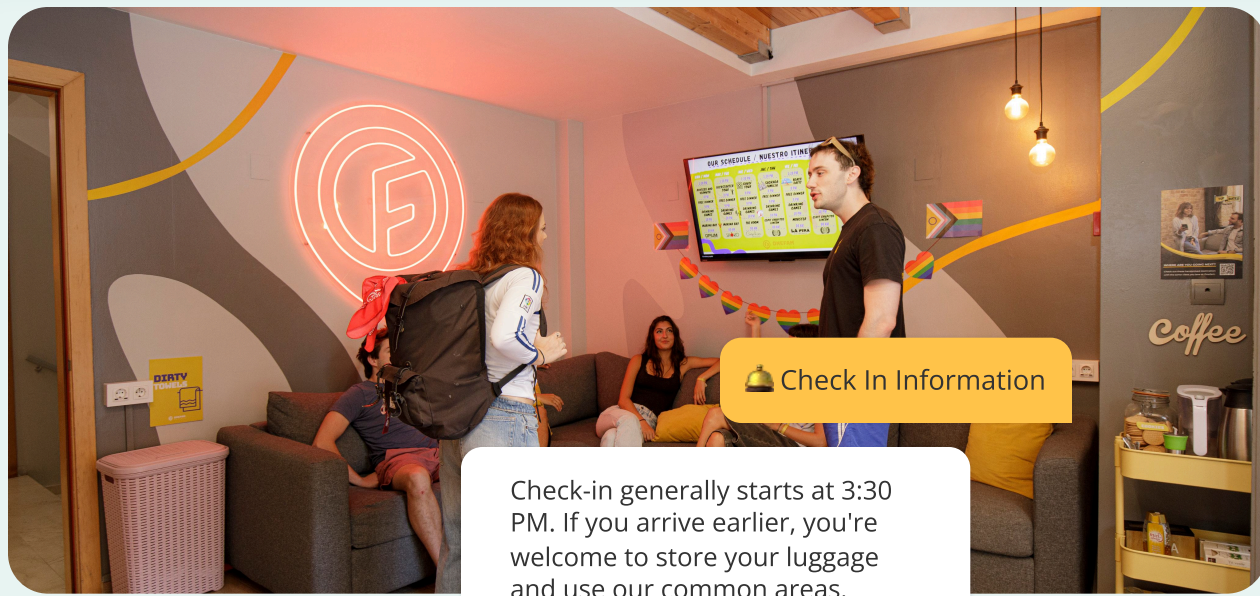
Florencia Echevarria
Marketing Manager · ONEFAM Hostels



(...) With our PRO plan, the majority of interactions are resolved instantly and accurately, ensuring consistent service across all their properties. This frees the team to focus on what really matters: the human connection that ONEFAM is known for. (...)



Isabel Reynal
Senior Customer Success Executive · HiJiffy



Check In Information

Check-in generally starts at 3:30 PM. If you arrive earlier, you're welcome to store your luggage and use our common areas.

(...)

what time is the check-out?

Check-out time at all our OneFam properties is until 11:00 AM.

can i bring my dog?

Pets are not allowed at ONEFAM Amstel. For other properties, I'm unable to provide information about pet policies.

is there a swimming pool?

We do not have swimming pool services available at any of our OneFam properties. However, our team would be happy to suggest some fantastic alternatives nearby if you're looking for a refreshing dip!



5,470

interactions handled without adding to staff workload.

86

are resolved by HiJiffy's AI vs 100 enquiries received

19

Properties connected through one communication flow

HIJIFFY IN ACTION

How Onefam Hostels automated 86% of guest communication across 19 properties with HiJiffy

An 86% automation rate means that for every 100 enquiries received across **ONEFAM's** 19 properties, 86 are resolved by HiJiffy's AI **without any team member needing to intervene**. Across **5,470 interactions** over twelve months, that represents thousands of conversations handled without adding to staff workload.

Across 19 properties, HiJiffy helps ONEFAM **centralize guest communication** while maintaining a **consistent experience** across **channels and locations**. By automating routine interactions and organizing conversations more efficiently, reception teams can focus on **higher-value guest interactions** instead of repetitive administrative tasks.

Beyond the figures, the operational impact is equally important. Reception teams now spend **less time managing fragmented enquiries** across **email, phone** and **messaging channels**. When human support is needed, conversations already include the relevant context, allowing teams to respond more efficiently while **staying focused on the community-driven experience** that defines **ONEFAM**.

READY TO SEE RESULTS LIKE ONEFAM?



Join over 2,600 hotels using HiJiffy's conversational AI across their guest journey

Book a demo

Read the full success story



SCAN TO READ

ONEFAM chose HiJiffy because it integrates well with Cloudbeds.

HiJiffy connects directly with Cloudbeds' PMS and booking engine so that every chat conversation is supported by live data in real time. This is how it works:

- ⚡ A tracking pixel in Cloudbeds' booking engine captures data from each reservation and sends it to HiJiffy, **linking guest interactions across communication touchpoints**.
- 🔄 The sync runs continuously, keeping communication aligned with live Cloudbeds data **without interrupting bookings**.
- 💰 The ONEFAM team gains visibility into guest communication patterns across properties and channels. This visibility helps refine their **communication strategy** based on real **operational insights**.

