

HOMEYHUTS HOST EDUCATION

Turn Every Stay Into a 5-Star Experience with a Welcome Letter

First impressions make or break a guest's stay. A thoughtful welcome letter shows you're a host who genuinely cares about hospitality and it pays you back in reviews, repeat bookings, and guest satisfaction.

The Four Things a Good Letter Does



Boosts your 5-star reviews

Guests remember the small touches. A personal welcome letter signals professionalism and care, making a positive review far more likely before the stay has even really begun.



Makes guests feel at home

Like a friend welcoming you into their space, a great letter sets a warm tone the moment guests walk through the door the difference between a rental and a homestay.



Reduces questions & issues

By proactively sharing check-in details, house rules, and local tips, you avoid repetitive WhatsApp messages and prevent the most common misunderstandings.



Encourages repeat stays

A beautifully formatted welcome letter doubles as a keepsake. Guests may even photograph and share it on social media — free marketing for your property.

Seeing It in Action

MEET PRIYA · HOST IN COORG

WITHOUT A WELCOME LETTER

9:40 PM Guest arrives, unsure which gate to enter.
9:52 PM "What's the WiFi password?" on WhatsApp.
10:15 PM "Is there a curfew / gate lock time?"

Next morning Guest leaves a 4-star review: "nice place, a bit confusing to find things."

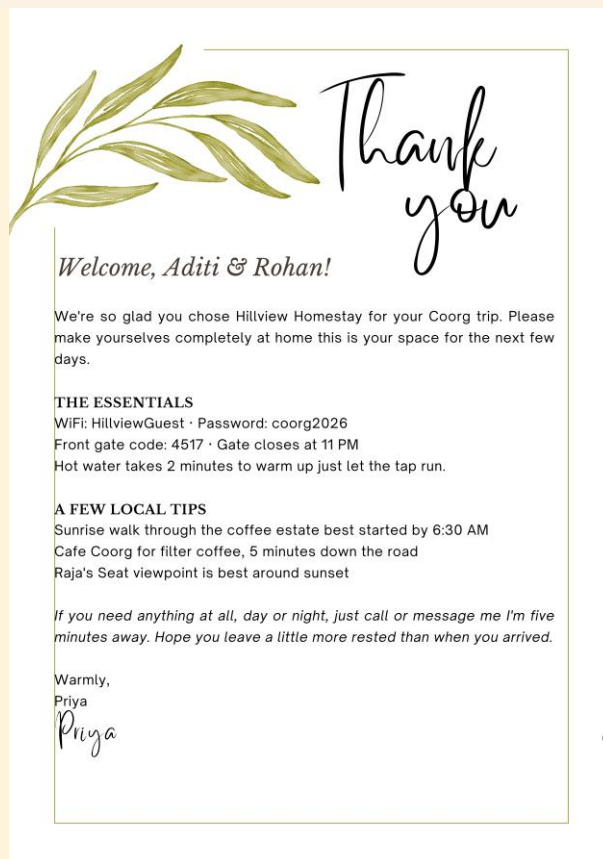
WITH A WELCOME LETTER

9:40 PM Guest finds a printed letter on the table, gate code and WiFi already circled.
9:45 PM Guest reads Priya's note about the coffee estate walk at sunrise.
No messages needed that night.

Next morning Guest leaves a 5-star review and photographs the letter for Instagram.

The letter itself took Priya **ten minutes** to write once, and she reuses the template for every guest, adjusting only the guest's name and one personal line.

A Sample Welcome Letter You Can Copy



Tip: keep a laminated copy on the table for every guest and personalize just the names and one local-tip line. That's the whole system.

When Should You Give Guests the Welcome Letter?

- Place a printed copy inside the property.
- Send a digital copy before check-in.
- Include it in your welcome WhatsApp message.

READY FOR THE NEXT STEP?

Want to be a Pro Host?

Manage your property like a pro — bookings, pricing, guest messaging, and reviews, all from one place. See how Homeyhuts hosts do it.

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Homeyhuts · Make Memories