

EXECUTIVE BUSINESS CASE · HOSPITALITY

The cost of inaction in hospitality

A busy signal is a lost reservation, and an empty event slot is margin you can't recover.

70% Shift lost to idle	~\$25 Per connected call	8–15% Connect ceiling	~40% CRM decay / year
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The status quo is not free

Reservations come by phone and don't wait on hold. Event and private-dining slots go unfilled without proactive outreach, and there's no feedback loop to turn a first visit into a repeat one.

What one quarter of waiting costs

Hidden cost	What it means in hospitality
Missed reservations	Busy signals and voicemail lose covers outright.
Empty events	Private-dining and event slots go unsold.
No feedback loop	First-time guests aren't turned into regulars.
Peak spikes	Weekend and holiday demand outpaces the desk.

What automating unlocks

Teams that close the gap see –90% cost per qualified lead, 5× meeting volume, and 30–40% connect rates vs 8–15% manual — with ROI in 60–90 days.

The decision

Finn closes the gap between your system of record and your system of action as a usage-based line item — payback under six months. Waiting isn't free; it's the swivel-chair tax, paid another quarter.

Build the hospitality business case — book a demo at www.hirefinn.ai/bookademo

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