

THE ERAVU APPROACH

Some places stay with you.

The food. The welcome. The feeling of being
somewhere that could only be here.

HOSPITALITY, WITH A SENSE OF PLACE.

Bring the character of your place into every part of the stay.

ERAVU helps independent resorts express what makes them worth choosing. We connect local character and thoughtful guest experiences with clearer storytelling, easier booking and practical service improvements.

BUILT AROUND YOUR PLACE

Its landscape. Its local flavour. Its people. Its possibilities.

An introduction to our proposed services and first 30-day engagement.

CHAPTER

GET CHOSEN

01

Make the decision easier.

Help the right guest understand why your stay fits.

THE CORE IDEA

A guest can like your resort and still leave without booking. Unclear room details, slow replies or confusing prices can interrupt the decision.

WHAT ERAVU DOES

We review the journey from discovery to enquiry, then help your team improve the information, messages and follow-up around that journey.

OUR WORKING PRINCIPLE

Make the promise clear.
Make the next step simple.
Make the stay deliver.

THREE CONNECTED PRIORITIES

1

Be easier to understand

Show accurate room options, useful photographs, location details and the reasons to choose your property.

2

Be easier to book

Answer the guest's actual questions. Explain the total rate, inclusions, availability and next step.

3

Be worth returning to

Deliver the basics consistently, add thoughtful local touches and learn from guest feedback.

THE DELIVERABLE

A short priority list: what to change, who owns it and how we will check whether it helped.

CHAPTER

FROM VIEW TO ENQUIRY

01

Fix the everyday friction.

Start with the details a guest needs before saying yes.

1

Show the real stay

Review your Google profile and selected booking listings. Correct room names, amenities, map details and outdated information.

2

Use useful photographs

Build a shot list covering beds, bathrooms, views, dining, access and shared spaces. Match images to the rooms guests can book.

3

Give a complete reply

Prepare enquiry and follow-up messages. Include available room types, the total rate for the stay, policies and booking instructions.

EXAMPLE: AN ENQUIRY REPLY

"Thank you for considering us. Please share your dates, guest count and preferred room type. We will confirm availability, the total price and what is included."

A SMALL CHANGE TO TRY

Send one clear arrival message with a map pin, a useful landmark, check-in timing and a contact number. Add access or parking details where needed.

Examples should be adapted to the property's actual facilities, rates and policies.

WHAT WE CAN PREPARE

Listing corrections, a property photo brief, reply templates and a simple enquiry tracker.

CHAPTER

MAKE THE STAY MATTER

02

Small touches. Real care.

Build around your place, your guests and your team.

GET THE BASICS RIGHT

Start with room readiness: clean linen, reliable hot water, working lights and clear Wi-Fi instructions. Agree who checks each item before arrival.

MAKE IT FEEL LOCAL

Choose one or two details the team can deliver well: a regional breakfast option, a local tea ritual or a short guide to nearby food and crafts.

PLAN FOR THE WEATHER

Offer a sheltered place to sit, clear wet-weather arrival advice and a simple indoor alternative when an outdoor plan is unsuitable.

AN ILLUSTRATIVE STAY IDEA

An evening tea corner with comfortable seating, a locally familiar snack and a view. Choose the timing for the light and weather; keep a sheltered option ready.

ASK BEFORE ADDING

1

Will guests value it?

Use recurring questions and feedback to choose the improvement.

2

Can the team sustain it?

Check time, cost, upkeep and dietary needs before offering it.

THE DELIVERABLE

Two practical service routines, one small experience improvement and a short team briefing.

CHAPTER

THE FIRST 30 DAYS

03

Observe. Improve. Review.

A proposed starting engagement, adapted to your resort.

1

Week 1 / Understand

Speak with the owner and team. Review listings, recent feedback and the enquiry process. Record a baseline and choose three priorities.

2

Week 2 / Make it clearer

Update the agreed listing details, organise a photo brief and prepare consistent enquiry, follow-up and arrival messages.

3

Week 3 / Improve the stay

Introduce agreed checklists and one guest experience change. Brief the team and check whether the routine works in practice.

4

Week 4 / Review together

Compare available indicators with the baseline. Capture team feedback and hand over the next 60-day action plan.

A DEFINED FIRST SCOPE

One Google profile and up to two booking listings; five message templates; two service checklists; one team briefing; weekly owner reviews; a closing action plan.

HOW WE WORK

Your team runs the property. ERAVU supports the agreed improvements with practical guidance, materials and review. Implementation responsibilities are agreed at the start.

An on-site visit can be scoped separately where useful.

BEFORE WE BEGIN

We agree the deliverables, access, owner responsibilities, fees and timing in writing.

CHAPTER

MEASUREMENT & RESPONSIBILITY

03

Measure what changes.

Use a small owner-friendly scorecard, not a page of vanity metrics.

A SIMPLE WEEKLY SCORECARD

Enquiries

Unique enquiries, recorded by source.

Reply time

Median time to a useful first reply.

Booking conversion

Confirmed bookings from the same tracked enquiry group.

Guest feedback

Recurring compliments, concerns and resolution notes.

Keep comparison periods clear. Note changes in rates, availability, holidays and seasonality before interpreting results.

FEES & EXTRA COSTS

We quote after understanding the property and agreeing the scope. Advertising spend, travel, photography, purchases and specialist production are priced separately when required.

OWNER CONTROL

The owner approves public changes and spending. We use authorised access and only the guest information needed for the agreed work.

HONEST EXPECTATIONS

This is a service proposal, not a record of past client results. Outcomes depend on demand, pricing, implementation and service quality; bookings and revenue are not guaranteed.

THE DELIVERABLE

A clear record of completed changes, what the indicators suggest and the next priorities to test.

LET'S START WITH YOUR PROPERTY

What could make your next guest choose you?

One conversation. A few useful observations.
A clear decision on the right next step.

SHARE THESE TO BEGIN

- 01 Your resort name and location
- 02 Your website or booking listing
- 03 Room count and the main challenge you want to solve

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