

Leaderboard challenge



The Mews leaderboard is an excellent way to judge your property's overall performance and see where you stand against other properties.

Follow these tips about how to ensure you get a good score.

Admin users	Hotel Managers	Hotel Managers
> Integrations Review your tech stack <input type="checkbox"/> Have a tour in the marketplace regularly <input type="checkbox"/> > Staff turnover Keep your staff happy and engaged <input type="checkbox"/> Encourage your staff to attend Mews University Learning Sessions <input type="checkbox"/> Sign them up to our Mews Webinars <input type="checkbox"/> > Merchant Make sure all your rates are automated <input type="checkbox"/> Use Mews Payments at all times <input type="checkbox"/> Use Mews Terminals for card-present transactions <input type="checkbox"/> > Virtual cards At a HQ level, you can ask OTAs to provide other methods of payments or have access to the customer card <input type="checkbox"/> > Self Service Promote online check-in and online check-out on your website, social media and confirmation emails <input type="checkbox"/> Make sure all emails are customized with your own words, true to your brand <input type="checkbox"/>	> Messaging Make sure all relevant employees have the right permissions <input type="checkbox"/> Train your team to answer guest messages as quickly as possible <input type="checkbox"/> Prepare some quick answers to the most frequent questions <input type="checkbox"/> Add messaging on the front desk shift checklist <input type="checkbox"/> > Task Handling Make sure all relevant employees have the right permissions <input type="checkbox"/> Train your team to add and resolve tasks <input type="checkbox"/> Add task handling to the front desk shift checklist <input type="checkbox"/> > Social Enable the "After departure email" with a link to write a review <input type="checkbox"/> Answer every review directly on the platform to raise your score <input type="checkbox"/> > Merchant Train your team to the use of Mews Payments <input type="checkbox"/> Send payment links to take payments <input type="checkbox"/> Monitor the use of third-party terminals <input type="checkbox"/>	> Chargebacks Review your T&C <input type="checkbox"/> Make sure all Registration cards are signed <input type="checkbox"/> Provide all necessary information when contacted by the Risk team <input type="checkbox"/> Hotel Staff > Messaging Answer all messages according to your hotel policy <input type="checkbox"/> > Tasks When you enter a task, make sure to update the due date <input type="checkbox"/> When you resolve a task, make sure to resolve it in Mews Operations <input type="checkbox"/> > Self Service Talk about online check-in to your regular guests <input type="checkbox"/> Promote online check-out to every guest at the moment of check-in <input type="checkbox"/>