

DRIVE THE ENTIRE GUEST JOURNEY, FROM ONE UNIFIED PLATFORM

The end-to-end guest
experience platform,
serving global hospitality.

Shiji ReviewPro is the leading guest experience management software helping hospitality become more profitable by gathering and understanding guest feedback data. The Shiji ReviewPro platform includes Hotel Reputation, Guest Surveys, Case Management, and Guest Communications. With a decade of experience and investment in innovation, we continue to be the benchmark of the industry. Together, we reimagine the digital guest experience.

Join us.



+10 years

EXPERIENCE

60,000

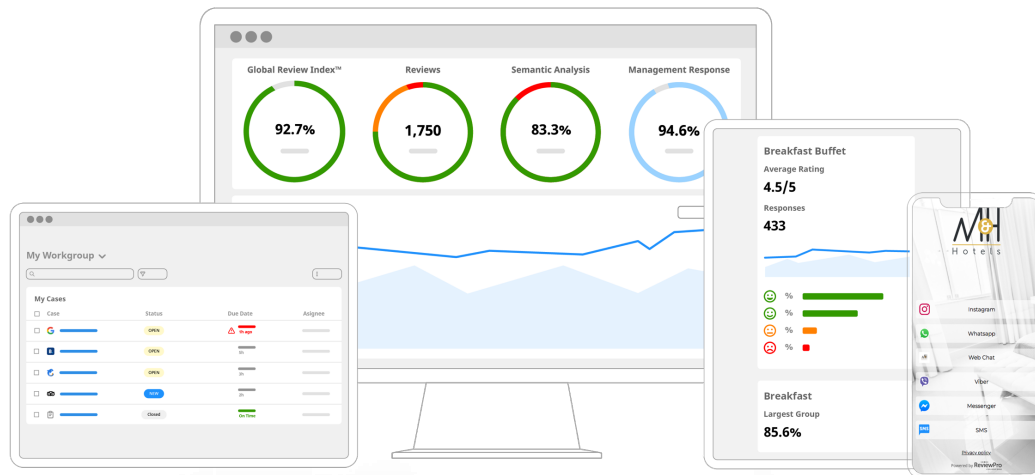
ESTABLISHMENTS

150

COUNTRIES

GUEST EXPERIENCE PLATFORM

The Guest Experience Platform brings together everything you need to monitor, understand, and respond to your guests at every stage of the journey, all in one place.



HOTEL REPUTATION

Analyze, understand, and measure online reputation results using the Global Review Index™, a proprietary algorithm based on data collected from 45 languages across 140 review sites. Benchmark competitors, make data driven decisions, and watch your reputation and revenue grow.

GUEST COMMUNICATIONS

Deliver the next generation of guest experience by facilitating fluid, open communication with your guests on the channel of their choice. Ensure that messaging is scalable with an AI-driven chatbot and automation. Data analysis provides full visibility on what's driving operational success at your property.

GUEST SURVEYS

Fully customizable surveys that gather the data you need to make smart operational decisions. Collect information via in-stay or post-stay surveys at any stage of the journey, via any device. Gather valuable insights by filtering your results based on PMS filters and analyze the feedback with powerful sentiment analysis technology.

CASE MANAGEMENT

Configure custom alerts to inform the correct department of any issues in real-time and drive service excellence with timely responses. Create custom workflows and escalation rules that afford full visibility for staff and management, ensuring delivery of KPIs, and supporting business goals.

CONTACT US

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