Transform Guest Experience Forever

Mytaxi Hospitality offers your guests safe, reliable transport, at no cost to the hotel.

Technology can play a pivotal role in enhancing[1] guest experience, from using digital POS[2] systems and reservation tools to offering contactless payments and WIFI. There are a number of ways to embrace technology in daily operations and while most require some initial investment, there are some at no cost to you at all. Sometimes it's the little things
5 that can make a big difference.

In the hotel and catering industry, finding a time to focus on the little things can of course be a challenge, which is why simplicity is best. Mytaxi Hospitality is Ireland's leading taxi partner, helping hotels and guesthouses across the country arrange safe, reliable transport for their customers at ease. With average wait times as low as four minutes, customers
10 and staff can book taxis through Mytaxi's user-friendly system without any hassle, giving you back time to focus on what is important to your business. The best part is, it's completely free to use.

How it works

There are two booking options – the Web Booker and Taxi Butler. The Web Booker is an
15 online booking tool, whereby you can book a taxi through a desktop computer, laptop or tablet. The option includes the ability to pre-book in advance and set detailed preferences, like choosing a large vehicle or sending a short message to the driver. Taxi Butler is a simple booking device that is preloaded with your premises' address. It has its own sim card, so you don't even need WIFI. All you need to do is push the button and a taxi is
20 ordered direct to the premises instantly. The device will display the driver's details and an ETA.[3]

Economical

The service is completely free to use, so you're not tied down to a contract or subject to any set up costs. Mytaxi can send a Taxi Butler device to any of its operating locations
25 nationwide. All you need to do is plug it in and go! The Web Booker is simply a link that can be set up in minutes by a member of the Mytaxi team. No need to download any complicated software.

Mytaxi is happy to provide a quick run through on how it works with hotels directly. The company can even supply some POS so your guests know you are offering a
30 transportation service.

Commenting on the growth of the hospitality service, Niall Carson, Head of Sales at Mytaxi Ireland, said: "In the last 12 months we have seen hundreds of hotels of all sizes around the country signing up to the free service. Often the last experience a customer has with the hotel is their departing journey, so it's important that it's a seamless[4] encounter.
35 Customers are no longer willing to accept standing in the doorway for 15 minutes waiting on a taxi; fast, reliable transport is a great way to complement the front-of-house service".

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[1] enhancing: improving
[2] POS: Point of Sale
[3] ETA: estimated time of arrival
[4] seamless: smooth

I. **COMPRÉHENSION** (20 points)

Vous ferez en français un compte rendu rédigé pour rendre compte des éléments essentiels du texte.

II. **EXPRESSION** (20 points)

Vous traiterez le sujet suivant en anglais.

You are Sarah O'Connor, community manager of The Merry Leprechaun Hotel in Dublin city centre, which recently partnered with Mytaxi. You have been asked to write a paragraph on the hotel website aiming at informing your guests about the advantages of this new service.