



Contraste

uses GXM to take their guest experience to the next level

Contraste was looking for a way to provide every guest with a quality reservation experience matching their unique restaurant experience. At the same time, Contraste was struggling to find a solution to decrease its amount of no-shows.

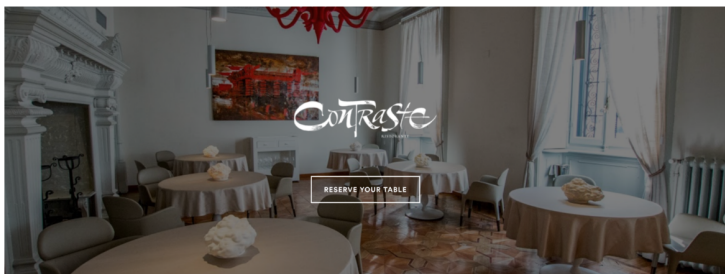


About

Contraste in Milan is one of Italy's most unique guest experiences. The three owners Matias Perdomo, Thomas Piras and Simon Press aim to surprise each guest with a unique culinary experience based on Matias Perdomo's respect for only the finest and freshest ingredients, traditional flavours, innovative shapes and experimentation with tastes and pairings.

Contraste uses GXM to:

- ✓ Provide each guest with a personalised reservation experience and a great first impression of the restaurant.
- ✓ Drastically decrease the number of late cancellations and no-shows by asking guests to confirm their reservation with a credit card.
- ✓ Have easy access to a complete overview of all reservations sorted by day, week and month.
- ✓ Improve the guest experience by storing notes about each guest such as allergies, preferences and number of visits.
- ✓ Control which individual tables are available at specific times online.
- ✓ Make it easy for every guest to add themselves to their waiting and hereby avoid last-minute cancellations and no-shows.



With GXM the guest experience starts before our guest enters our restaurant. GXM enables us to improve both our operations together with all the services we offer to our guests when making a reservation. By using GXM we have reduced no-shows drastically, and we are always in control of our complete restaurant situation.

— Thomas Piras, Restaurant Manager at Contraste in Milano.