



FEATURED CUSTOMER CASE STUDY

How Menla Levelled-Up Its Retreat Center's Operational Efficiency

How this top wellness retreat center gained efficiency, freed themselves from manual processing & grew participant bookings.



Meet Menla Retreat Center

A project of Tibet House US and spearheaded by Robert and Nena Thurman, Menla is a non-profit retreat center and health spa located 2 hours north of NYC by car in the middle of the Catskill Forest Preserve.

Menla is committed to bringing authentic Tibetan mind-body healing arts and sciences to the West.

“We’ve grown with [Retreat Guru]. It feels more like a partnership than a business transaction. We’ve been delighted with RG.”



The Challenge

Because Menla's previous software was not built for retreat centers, its capabilities were limited. All housing, room assignments, meals and scheduling was done through manual Excel spreadsheets.

There was no property management integration, and internal communication consisted of printing documents and manually circulating them.

Prior to Retreat Guru, the team at Menla used event management software. The solution was very archaic, and Menla could only use it for front end guest bookings.

As you can imagine, there was no easy way for the team to access real time data. Clearly, it was time for an upgrade.



The Path Forward

Before Retreat Guru, Menla struggled to communicate information in real-time as it became available and necessary.

When the Menla team began to use Retreat Guru's booking software, they were able to free up resources, reduce the number of errors, and streamline communications.

"Partnering with Retreat Guru brought us to the next level, able to keep ourselves organized. Customer service and guest focus services are a lot easier. There are very minimal mistakes." - Amber Hallinan, General Manager



The Solution

Menla ended up with a flexible software built specifically to meet the unique and complex needs of their retreat center.

“It’s a really big difference. We have everybody on our property using the software, in the old way we would just hand out a printout to everybody, nobody would be relayed information as it changed. Having the ability to make changes in real time and everybody has access is truly helpful.”

With Retreat Guru’s Registration Management software, the team at Menla was able to redirect labor and find efficiencies in ways their previous software didn’t allow for.

“Our Events Operations Coordinator used to be heavily involved in printing reports and communicating information internally (kitchen, housekeeping, etc.) With RG, the new Events Operations Coordinator now spends much more time with event leaders providing better guest experience (kitchen and housekeeping now have their own logins).”



The Results

One of the biggest benefits of having switched to Retreat Guru?

Improved operational efficiency.

Menla found that it unlocked the ability to clearly define roles and process information, which allowed other important projects to get done. In the past, Menla's front desk was doing a lot more tedious data entry, whereas now it's more focused on sales.

“We wouldn't have been able to grow if we couldn't free up the time [that Retreat Guru enabled us to free up]. We've saved money with Retreat Guru and have continued to save!”

Since partnering with Retreat Guru in 2015, Menla's operations have run much more seamlessly.



The Results



According to Michael Burbank, ED, Retreat Guru provides good value for the cost, provides great support, and has been responsive to their needs and developed some custom features. "You were very generous with pricing during the peak of COVID and I was personally very moved. Thank you. It speaks to the integrity of RG," said Michael. "Partnering with Retreat Guru helped bring us to the next level."

Retreat Guru has provided information, data, and reports about trends in the retreat industry to help support partner centers.

"That's huge. It sets you apart as immersed in the retreat industry. It's part of your founding vision and mission, and that's evident in the way that you operate and craft the software."

Menla's resourcing, operations, and ability to grow have been positively impacted by Retreat Guru's software, because it was built specifically *for* retreat businesses.

"Trust the process, Retreat Guru fills a niche - the retreat business - and has the expertise. Retreat Guru will cultivate a relationship and build a family vibe." said Amber. "Knowing that Retreat Guru is there is for you. That's the value."

