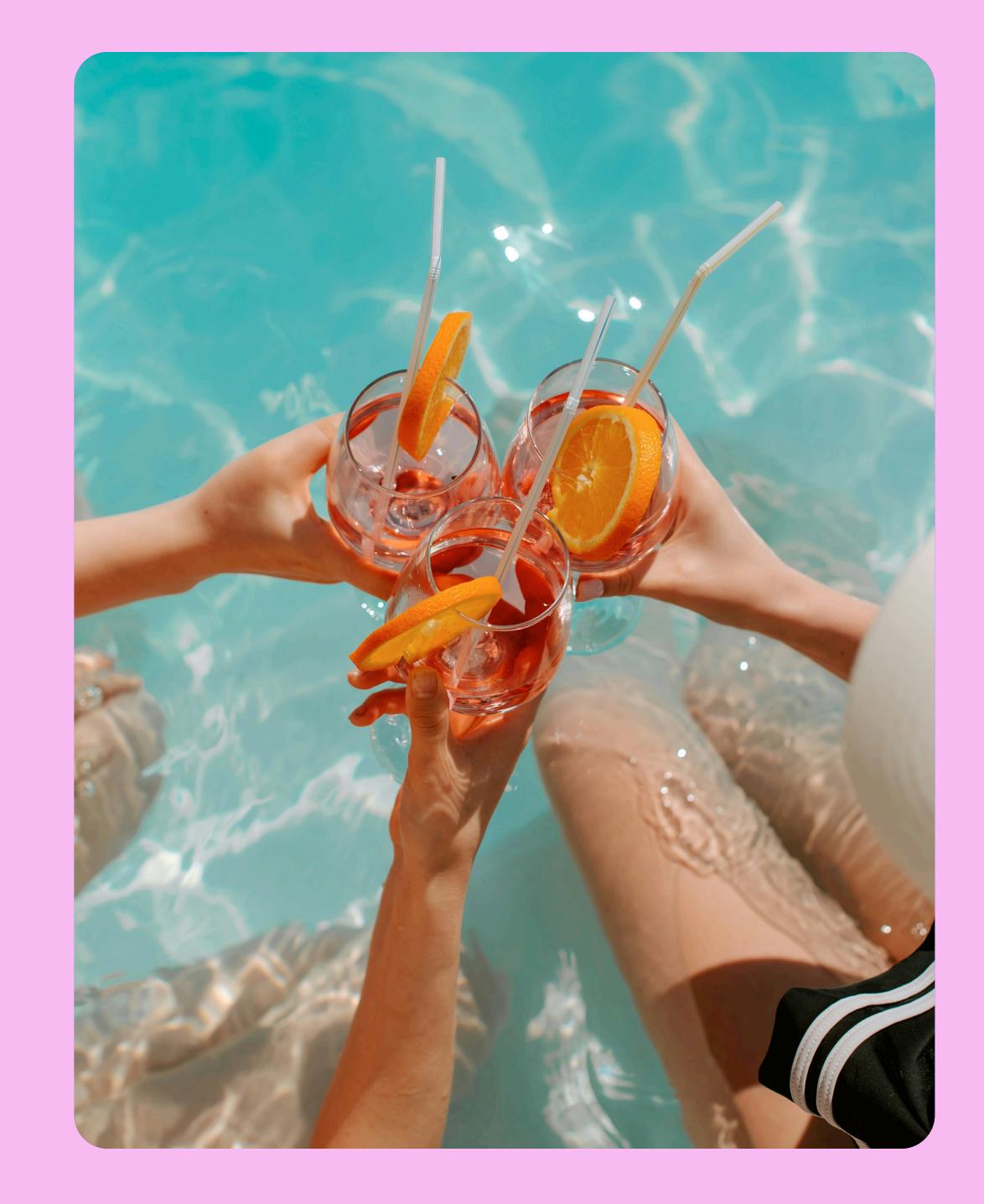# SHAPING THE FUTURE OF HOSTEL MANAGEMENT

MEWS

STEP INTO THE FUTURE OF MODERN HOSTEL MANAGEMENT

Running a hostel is no small feat – a lot goes into creating memorable stays while keeping costs and workloads in check. This guide shows you how Mews helps hostels like yours simplify operations, enhance guest experience and drive more revenue. Whether you're aiming to automate the boring bits, appeal to Gen Z guests and staff, grow revenue or scale effortlessly, we've got you covered.

City Hub · PETIT HOSTEL · Samesun · PALMERS LODGE LONDON · yha · THIS HO(S)TEL

PMS SWITCH JITTERS? TOTALLY NORMAL.

Not you, not with Mews on your side.
Here's why your hostel is in safe hands.

01 **Effortless switching and data migration**
Switching PMS can feel daunting, especially with worries about downtime or losing important guest and reservation data. Mews makes the migration process smooth, with support from our dedicated team. We'll make sure your data transfer is safe and complete, with minimal disruption to your day-to-day operations. You can choose from different onboarding options, depending on how tech-savvy your hostel is and how quickly you want to get started.

02 **A system you can count on**
We've all heard horror stories about PMS downtime during software updates. It's time to leave those unreliable systems behind. Mews guarantees 99.9% uptime, so you can count on it to be available when you need it. Plus, being cloud-native means you can access it from any device with an internet connection, giving you the flexibility to manage your operations from anywhere.

03 **Help is just a click, an e-mail or call away**
When we ask our happy hostel customers about their previous PMS vendors, the lack of reliable support is usually their #1 frustration. Mews will never ghost you. Whether it's phone support, email or live chat, we're always here when you need us because we're fully invested in your success. You can even self-serve using our in-dashboard search bar or by exploring our extensive library of help articles.

SAY GOODBYE TO THE OLD-SCHOOL WAY OF DOING THINGS

Contactless hospitality isn't the future – it's happening right now in the most successful hostels. So is automation. Designed for the Gen Z and tech-savvy travelers who expect digital-first experiences, Mews helps you work smarter and create the kind of stay today's guests love.

04

Let your guests self-check-in
Online check-in allows your guests to take care of payment and digital signature before arriving. Once they're here, they can grab their key and head straight to their room. If they'd rather check in on-site, Mews Kiosk has them covered. Check-out with Mews Kiosk is just as swift thanks to seamless final bill settlement. And rest assured, we're serious about data privacy. Even if the kiosk window isn't closed, guest profiles will never be left open. Plus, every payment through Mews Kiosk is fully secure and encrypted, giving guests a total peace of mind.

05

Automate repetitive tasks
Repetitive tasks are a waste of time and energy. Repetitive tasks are a waste of time and energy. With Mews, you can automate everything from night audits to rate management to invoicing, leaving your team more time to focus on guests. Say goodbye to manual tasks with our powerful automation – cutting down on human error and giving your efficiency a serious boost.

06

Payments made easy
Handling payments is one of the most time-consuming tasks in hospitality. Mews Payments lets you automate transactions and simplify reconciliation, saving around 3 minutes per payment. Your guests benefit from one-click payments (contactless or in-person) and secure tokenization that protects their card details, while you get a real-time overview of all transactions, tailored payment reports and more ways to boost revenue.

★ **Case study**

PALMERS LODGE

This independent hostel in central London enjoys effective payment processing, flexible revenue management and more time to engage with guests.

Up to

£6,000

saved in lost revenue every month

16hrs

per week saved thanks to payment automation

★ Case study

PETIT HOSTEL

Focused on adopting the latest technology from day one, this innovative hostel brand from Spain is thriving thanks to smart automation powered by Mews.

Most of the team learns to use Mews within

1-2 DAYS

40%
online check-in rate

34%
RevPAR increase
(2023 vs 2024)

" With Mews, we've built an amazing ecosystem of smart automations that keeps us running efficiently. One of our hostels doesn't even have a computer. The team handles everything through a tablet, from guest check-ins to basic daily tasks, while the rest is fully automated in the background.

Álvaro Bautista, Director of Operations

APPEAL TO GEN Z STAFF AND GUESTS

Hostels are embracing our cloud-native platform for its ability to drive innovation, aligning perfectly with Gen Z's demand for convenience and sustainability.

07

Solve staffing shortages

Our customers have shared that their Gen Z staff find Mews incredibly intuitive. The interface and UX are so easy that anyone can get comfortable with it in a few days or sooner, even without prior hospitality experience. And while other PMS platforms can be difficult to use on small screens, Mews is mobile-first. With just a phone or tablet, you can check on operations, adjust rates, run reports, or monitor occupancy. Remote access allows managers to work from anywhere – no need to be on-site.

08

Attract Gen Z guests

Awkward phone calls and long queues? Not very mindful nor demure. Gen Z travelers value tech-driven experiences. Contactless solutions like direct bookings, online check-in and seamless payments give them what they want. And let's not forget digital keys and the ability to chat with staff from their phone.

09

Operate more sustainably

Mews helps drive sustainability by cutting paper waste with tools like kiosk check-in, mobile keys and e-receipts. We integrate with smart systems to optimize energy use and highlight ways to reduce waste and carbon footprint. We also help you promote green initiatives and eco-friendly choices to guests. Upsell items at YHA Australia include a donation to the Sustainable Fund and branded reusable water bottles.

EASILY INCREASE YOUR REVENUE

A modern PMS (hi there 👋) makes it easy for you to boost your hostel's profit with direct bookings and effortless upsells, all in one platform.
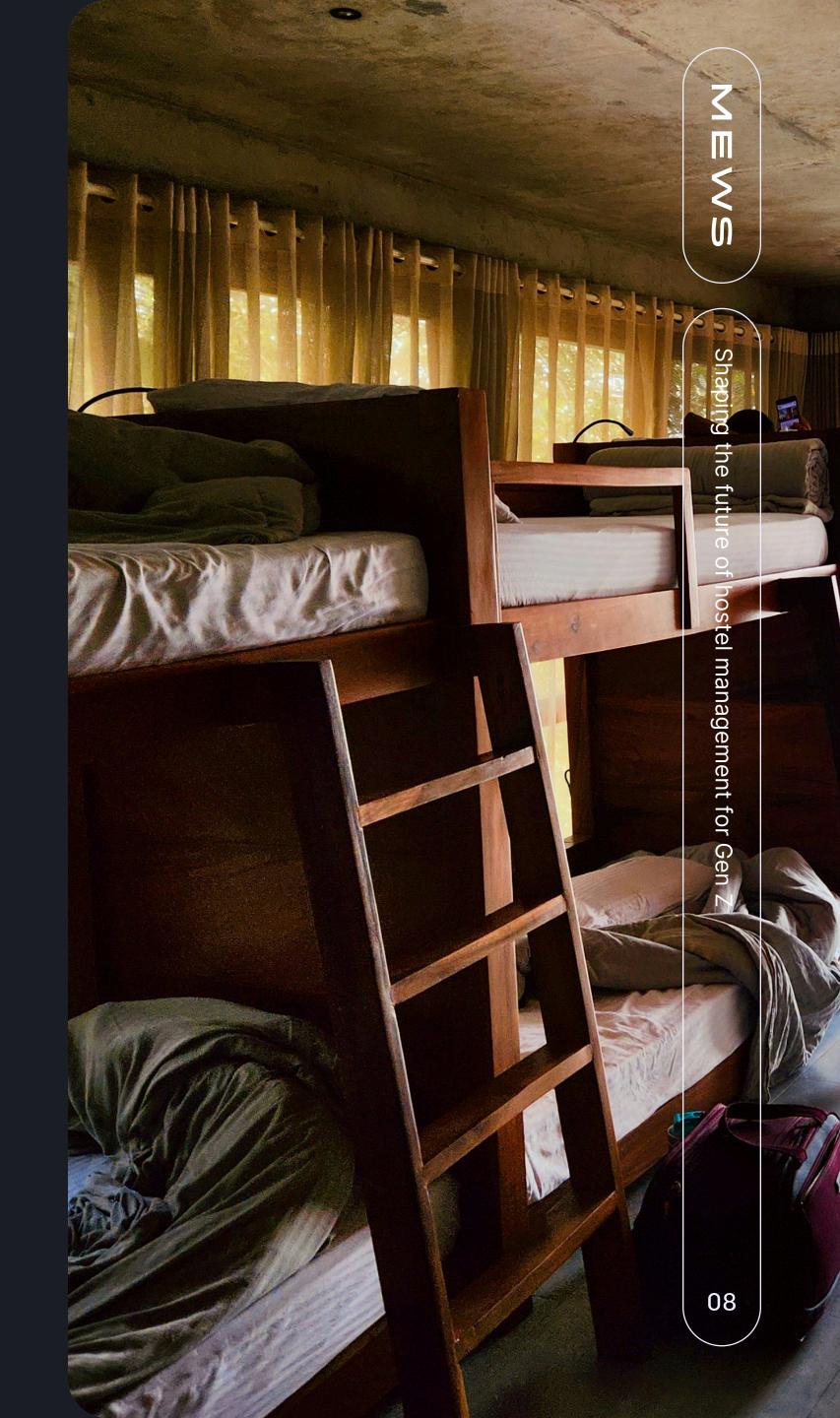
10 **Direct bookings and easy upsells**
Did you know Mews has an incredibly user-friendly booking engine? Watch your booking conversions and ADR rise while OTA commission fees drop. Your guests can effortlessly upgrade their stay with options like late check-out, towels or local tours – all without any sales pitches from staff. With Mews driving their operations, Mola! hostels experienced a yearly growth rate of 17%.

11 **Maximize the use of your spaces**
Parking spots, bike rentals, meeting rooms, pool cabanas and even karaoke rooms – get creative and unlock new revenue streams for your property. With Mews Spaces, you can offer services on an hourly, daily, nightly or monthly basis. The best part? You can manage every space within Mews, meaning unified reporting and no manual inventory. You can even automate rates based on attributes like day of the week, length of booking or time of day.

Shaping the future of hostel management for Gen Z
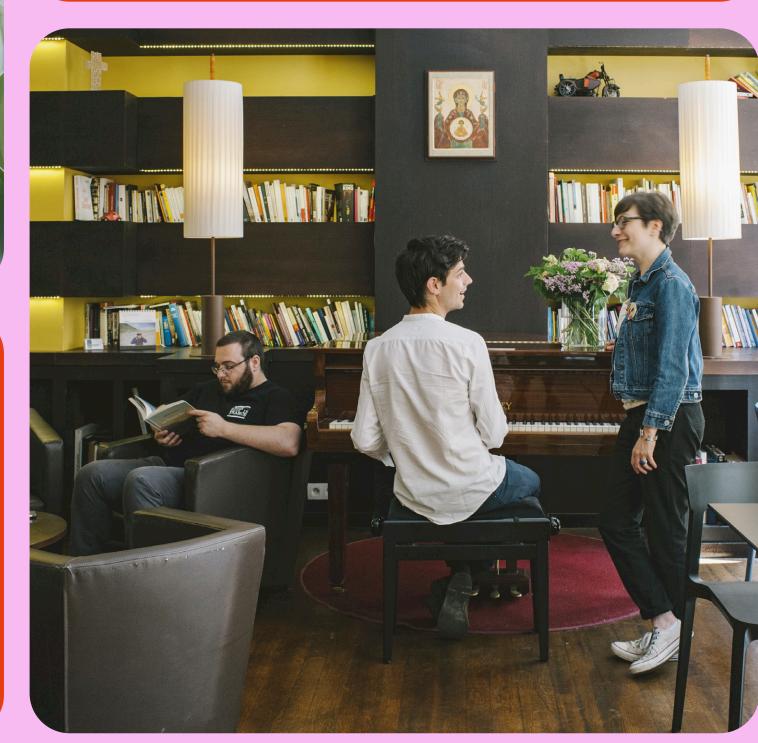
★ Case study

AUBERGE ADVENIAT

Thanks to Mews, this youth hostel in Paris more time for staff to make a genuine connection with guests upon arrival instead of typing in passport and card details.

" Mews Booking Engine is such a game changer. From its slick and intuitive design to incredible user experience from both the guest-facing and internal side, this was just what we needed.

Maud Saulnier, Manager

118%

higher booking value for direct bookings compared to channel manager

7.5%

booking engine conversion rate (over double the industry standard)

FUTURE-PROOF YOUR BUSINESS

Mews helps your hostel stay ahead of the game, easily adapting to shifting travel trends and the new realities of running a hostel.

12 **Open APIs and scalability**

Hostels grow and businesses change, so your PMS should be agile and future-proof. Adding beds, new properties or diversifying services is simple in Mews. And with our Open APIs and access to over 1,000 hospitality apps, there's no need for workarounds through Zapier. Whether you're managing a single property or expanding into a multi-location brand, you'll benefit from maximum flexibility and control.

13 **Best-in-class security**

In an age where hospitality data breaches are a growing concern, we prioritize protecting sensitive information. Mews is SOC 2® Type 2 certified, the industry gold standard for data security, ensuring peace of mind for both you and your guests. Oh, and you don't need to worry about password sharing or logins from unapproved devices. We offer safer access with Two-Factor Authentication (2FA) through validation emails or codes, and Single Sign-On (SSO) for easy access across multiple systems.

★ Case study

THIS HO(S)TEL

By integrating with Mews Open API, the Dutch ho(s)tel introduced a digital host via their mobile app. Guests can check in remotely, access information on local events and explore Amsterdam's hidden gems with insider tips from the team. The human element remained key – staff members continue to engage guests as travel guides, fostering a genuine community atmosphere.

" The combination of smart automation and human interaction allows us to create a high-performing, community-driven space. One guest loved our concept and dynamic so much that she joined our team. That's the power of our culture and deep connections.

Melissa Zimmermann, Front Office Manager

24/7

guest access to the digital host via the app

GET A TASTE OF SIMPLIFIED HOSTEL MANAGEMENT

Ready to level up your hostel game? Mews makes it easy, efficient and Gen Z-approved. You'll be amazed at how quickly you can boost your productivity and deliver remarkable experiences modern guests have come to expect.

Book a demo →

Shaping the future of hostel management for Gen Z