

Meet Edward, Your Dedicated Conference Host

Edwardian Hotels London are proud to launch our popular virtual host, Edward, to our meetings and event guests.



What is Edward?

Edward is an innovative and unique chatbot, developed specifically to match the needs of the hospitality industry. He responds to guests' requests via SMS text messaging.

- Edward uses automated and intelligent text-based interaction, via a self-service interface that is accessible 24/7, to allow customers to message their requirements and receive immediate responses.

What are the benefits of using Edward?

- Edward can interact directly and discreetly without disturbing a meeting.
- Edward can interact directly with other teams and departments within the hotel for you.
- Edward offers engaging, reliable and punctual information in response to requests.

How can Edward help?

Here are some examples of the type of queries Edward can help with:

- Can I have more coffee in the room?
- Please can we have lunch 15 minutes later than on the schedule?
- Where is my meeting room in the building?
- Can you please turn the air conditioning down?
- Can you send someone to assist setting up the AV equipment?

To book a meeting, please contact our London meetings team:

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