Guest Recovery Desk Pack

$36 · C1 Recovery Scripts · C2 Complaint & Comps Log

IN THIS SAMPLE

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SAMPLE

Every page here is cropped and watermarked SAMPLE so you can judge the layout and depth before you buy. It is not a usable copy.
The full, editable files come as one zip, instantly after checkout.
Prices in USD, one-time. Checkout by Lemon Squeezy.

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Faulty or not as described? We fix it or refund within 14 days. No change-of-mind refunds.

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5. SITUATION SCRIPTS

Each script follows the sequence in section 2. The tier is a starting point; the Duty Manager can raise it.

Situation	Tier	Say	Then do
A. Room not ready at check-in	Mild / Serious	"I'm sorry your room isn't ready yet. That's on us. Housekeeping has it as the next room, and it will be ready by [time]. Or, if you prefer, [alternative room] is ready now. While you wait, [luggage storage / lounge / drink]. I'll find you myself at [time] with your key."	Give a real time from Housekeeping, not a guess. If the promised time is missed, it becomes Serious.
B. Room not clean / item missing	Mild	"I'm sorry, that isn't the standard we set. I'll have [Housekeeping] there within [X] minutes, or I can move you to [room], which has been inspected. I'll call you at [time] to make sure it's right."	Tell the HK Supervisor the room number and the defect so it is logged and re-inspected.
C. Noise, AC or plumbing overnight	Serious	"I'm sorry you didn't sleep well because of [noise / AC / no hot water]. I can move you now to [quiet room], or Engineering can fix it by [time] and I'll call you when it's done. I'd also like to [gesture inside authority]."	Raise the work order before the guest leaves the desk. If the issue was known, escalate to the Duty Manager.
D. Billing error or unexpected charge	Mild / Serious	"I'm sorry for the confusion. Let's go through the bill together now. I'll correct [charge] straight away, and you'll leave with a corrected copy."	Above your authority, call the Duty Manager while the guest is still there. Never send them away with "Accounts will email you".
E. Booking not found / rate not matching	Serious	"I'm sorry, I can see this is frustrating. Could I see your confirmation? I'll honour the rate on it while I sort this out with [booking site / reservations], so you don't have to."	Check every name spelling and the booking channel. Honour the confirmed rate unless the Duty Manager decides otherwise.
F. Rude or unhelpful staff member	Serious	"I'm sorry. That isn't how we want anyone to be treated here, and I'm glad you told me. I'll speak with the Duty Manager today. Is there anything I can put right for you now?"	Do not defend or explain the colleague in front of the guest. Duty Manager follows up with the guest and the staff member separately.
G. Food & beverage (restaurant, room service, breakfast)	Mild / Serious	"I'm sorry your [meal / order] wasn't right. I'll have it [redacted] now [redacted] off your bill. Would you like something [redacted]?"	Allergy or illness is Critical: go to script J.

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Real page from the product; sample entries use the fictional Demo Hotel.

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HOTELOPS TOOLKIT · LEADERSHIP EDITION

C2 · Authority · who may offer what

SAMPLE DATA: fictional Demo Hotel. Delete the sample log rows and enter your property name on Authority before live use.
The Hotel Manager or GM fills and signs this before anyone trains offers. Every cell starts blank on purpose: do not copy another hotel's limits. Match C1 section 3.

Role	Amenity	F&B credit	Rate allowance	Room move / upgrade	Late checkout	Complimentary night
Front Office agent						
Duty Manager						
Hotel Manager / GM						

Amenity / F&B credit / rate allowance: maximum value per complaint, in the currency below. Room move / upgrade and complimentary night: Yes or No. Late checkout: latest time the role may approve (e.g. 14:00).

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PROPERTY RULES	
Property name	Demo Hotel (SAMPLE)
Currency	
Gestures per complaint	
Alcohol as a gesture	
Walk policy (where, what we pay)	

SIGN-OFF	
Approved by (Hotel Manager / GM)	
Signature	
Date	
Next review	

NOT SIGNED: no limits set. Train words only; escalate every offer to the Duty Manager.

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HOW-TO · HOTELOPS TOOLKIT

Guest recovery: authority first, then the desk

For the GM, Hotel Manager and Duty Managers · read once before training

WHY AUTHORITY COMES FIRST

Most recovery problems at independent hotels are not about words. One agent gives a free dinner, the next gives nothing, a third gives a free night to stop an argument, and nobody knows what the guest already had. Signed limits fix that. Write them down before anyone practises an offer.

DAY 1: SET IT UP (GM OR HOTEL MANAGER WITH THE DUTY MANAGERS, 45 MINUTES)

1. Open C2 **Authority**. For each role (front office agent, Duty Manager, Hotel Manager / GM) write the maximum value per complaint for an amenity, a food and beverage credit and a rate allowance, and Yes / No for upgrades and complimentary nights. Add the latest late checkout each role can approve.
2. Fill the property rules: currency, how many gestures per complaint, alcohol, and your walk policy.
3. Sign and date it. The status line turns from red to the approver's name.
4. Copy the same limits into C1 section 3 and sign there. Print it for the Duty Manager's desk.
5. Edit the C2 **Lists** tab if your categories or sources differ. Keep the tier and gesture names as they are.

DAY 2 ONWARD: TRAIN THE DESK

When	Do

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