

Check-In: The Paperwork, the Welcome and the Upgrade

I asked you for your check-in script with the three safeguards. When I review this exercise in real training sessions, the mistakes always cluster in the same two places.

The first: the reconfirmation is missing. The greeting is good, the registration is quick... and nobody repeats out loud what the guest has bought. That twenty-second step — “a double with a garden view, seven nights, half board, is that right?” — is the safeguard for the entire stay: a reservation import error caught at the front desk is an anecdote you correct with a smile; one discovered in the room is a complaint, and the kind people put in writing.

The second: half-done upselling. The wonderful suite gets described... and the supplement gets hidden “so as not to scare them off.” It’s exactly the other way around: a clear price is what turns your offer into an upgrade and not an ambush. And remember the other extreme: not offering it is also a mistake — you are denying the guest an experience they don’t know exists, and the hotel a result only the front desk can produce.

And the third, as a bonus: finishing without your name. With a name, you are a host; without one, a desk.