

Recover Without Giving Away

My recovery, without a single euro of budget. Piece one: the truth with a plan, in person and with a name — you already know it from lesson 32; it's the foundation of everything. Piece two: visible attention — the immediate stopgap, the best possible arrangement for tonight and a management touch that shows the hotel is thinking of them: the good table reserved at dinner, a flexible check-out tomorrow, the genuine interest of the manager who stops by for two minutes to apologize. None of it costs anything; all of it says “you matter to us.”

Piece three, the queen: chained follow-up. That night, the discreet check; in the morning, the technician's first visit IS their room and they know it (“the part arrives at 8:30 a.m.; you'll be the first”); and at the close, the verification, by name. A guest who receives three follow-up contacts over a breakdown doesn't remember the breakdown: they remember that an entire hotel moved for them.

And the module's final warning: don't try to buy silence or the review (“I'll make it up to you if you don't mention it”) — people can smell it, it offends and it turns your recovery into a bribe. Recover in order to repair. The good review arrives on its own, and it usually begins like this: “we had a problem, and the way they handled it was the best part of the trip.”