

The Red Line and Your Own Mistake

My course of action, and the order matters more than the steps. First: as soon as I detect the mistake, I tell my manager — before speaking to the guest. Not out of fear: out of method. A manager who hears it from you has an honest employee with a mistake; one who hears it from the guest's complaint has a problem with two layers. Thirty seconds: "I charged 214 incorrectly — here's what and here's why; I'm going to correct it and tell them myself."

Second: the complete, verified technical correction — the refund issued, the receipt in hand — BEFORE looking for the guest: you arrive with the solution already carried out, not with the promise. And third, showing my face: "Mr. Díaz, I owe you an apology — yesterday I charged you [X] too much because of a mistake of mine. It has already been corrected: here is the proof. Thank you for your patience." No excuses about the system, no diluting the "mine" into a "we": the apology with an owner is the one that restores.

The result? Almost always the opposite of what the one who covers up fears: a guest who discovers a mistake that was confessed and corrected before they even noticed it trusts MORE than before the mistake. You've just shown them that in this hotel failures aren't hidden — in other words, that they can sleep easy. A mistake you cover up defines you; a mistake you manage sets you apart. With this, you wrap up the difficult guest: the one left to manage, as you can see, is almost never the guest.