
Hotel Staff Roles Cheat Sheet

1. Front Office / Reception

Role: Welcome guests, check in/out, give information.

Upsell ideas:

- Room upgrades (e.g., sea-view, suite)
 - Late check-out
 - Airport transfer / taxi service
- Tip:** Smile, be polite, listen to guest needs.

2. Housekeeping

Role: Keep rooms and hotel clean and comfortable.

Upsell ideas:

- Extra pillows, blankets
 - Special amenities (e.g., flowers, chocolates)
- Tip:** Ask politely, offer when cleaning the room or at check-in.

3. Restaurant / Bar (F&B)

Role: Serve food and drinks, create good dining experience.

Upsell ideas:

- Special dishes or drinks
 - Desserts or extras
 - Meal plans (breakfast, half board)
- Tip:** Suggest popular items, use friendly words.

4. Spa / Wellness

Role: Give relaxation and beauty treatments.

Upsell ideas:

- Massages, facials, beauty treatments
 - Spa packages (massage + sauna + facial)
- Tip:** Recommend what fits the guest's time and mood.
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5. Concierge

Role: Help guests enjoy local experiences.

Upsell ideas:

- City or countryside tours
- Tickets for shows, concerts, or events
- Local experiences (cooking class, temple visit)

Tip: Know local activities well, offer politely.

All Staff Tips

- Listen carefully to guest.
 - Find the right moment to offer something.
 - Offer politely and clearly.
 - Respect guest's answer if they say no.
 - Smile and be friendly.
 - Offer things that **match guest needs**.
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