

# Upselling Cheat Sheet (A2)

## 1. Before Arrival

- Offer upgrades in email, online check-in, or website.
- **Example:** “Upgrade to a deluxe room now and save 10%.”

## 2. At Check-In

- Guests are excited. Offer a better room or service politely.
- **Example:** “For only \$20 more, you can have a room with a balcony and view.”

## 3. During the Stay

- Offer spa, tours, or extra activities.
- **Example:** “Would you like a relaxing massage this afternoon?”

## 4. Before Departure

- Offer a discount for the next visit or loyalty program.
- **Example:** “Book your next stay now and get 15% off.”

## 5. How to Upsell

- **Personalize:** Suggest what fits the guest.
  - Example: Big room for family, romantic dinner for couple.
- **Talk about benefits:** Focus on experience, not price.
  - Example: “Enjoy a bigger room and a beautiful view.”
- **Be friendly:** Never push. Smile and be polite.
- **Limited-time offers:** Honest urgency.
  - Example: “Only two deluxe rooms left today.”
- **Training:** Know services, practice role-plays, speak confidently.

**Tip: Upselling is to help guests enjoy their stay. Be polite, kind, and confident.**