

Guest Relations

The Courtesy Call Standard

Five steps for the short call after a guest reaches the room. Ten minutes in, a problem costs one phone call to fix; the next morning it costs a review.

Who	When	You need
Guest relations agents and the duty manager	Every arrival, 10 to 30 minutes after the guest enters the room	Arrival times from the PMS, the guest's name, a direct phone line
Measured by Call made 10–30 minutes after arrival · One open question, no survey · Any issue handed over within 5 minutes		

1 Time it

Call between 10 and 30 minutes after the bags reach the room. Earlier, the guest is still unpacking; later, they have found the problem and solved it alone, or gone out. Note when the bags arrived.

"Room 518, bags in 15:42. Courtesy call due 15:55 to 16:10. Mr Lindqvist, from Stockholm, work trip."

Common mistake Calling during the escort, or two hours later because the desk was busy. Both feel like a script, not interest.

2 Check the door

Check the room status before you dial. If the privacy light is on or the guest asked not to be disturbed, do not call and never knock: leave one short written message with your direct number.

"Welcome, Mrs Tanaka. If anything in the room is not right, my direct line is 7021. Sara, Guest Relations."

Common mistake Ringing a guest who has just switched on the privacy light. You interrupt their first rest to ask if they are resting.

3 One open question

Say your name and department, then ask one open question about the room. No list, no scores, no "is everything okay?". Keep it under 60 seconds unless the guest chooses to talk longer.

"Mr Moreau, it's Sara from Guest Relations. Now that you've settled in, is the room set up the way you like it?"

Common mistake Turning the call into a survey: room, view, check-in, minibar. The guest answers "fine" four times to end it.

4 Hand it over

Anything the guest mentions, even in passing, goes to the right department within five minutes, by phone, not by message. Tell the guest who is coming and by what time, then log the call.

"Engineering is on the way to look at the shower, Mr Moreau. Pablo will be with you by 16:20."

Common mistake Hearing "the shower is a bit weak, but it's fine" and treating it as fine. It will not be fine at 7am.

5 Close the loop

Fifteen minutes after the fix is due, call the guest back or get the department to confirm it. Write the outcome in the profile in one line, so the next shift knows the call happened and what it found.

"518 courtesy call 16:02. Shower pressure low, engineering fixed 16:18, guest confirmed 16:35."

Common mistake Never calling back. The guest who mentioned the shower now assumes the call was for show.

What the Guest Says, What It Means

Guests rarely complain on a courtesy call. They hint. Each line below is a polite answer that hides a request, and what to do with it.

The guest says	It often means	What you do
"It's fine, a bit warm maybe."	The air conditioning is not doing what they want.	Send engineering now; call back in 15 minutes.
"We'll manage with one bed."	They booked twin beds and got a double.	Offer a bed change or a room move today.
"Is there somewhere quiet to work?"	The desk or the wifi does not suit them.	Test the wifi; offer a quiet space in the hotel.
"The children can't wait for the pool."	They need pool hours and rules now.	Send the times and rules to the room in writing.
"We're just tired."	They want no more calls tonight.	Note "no further calls"; end within ten seconds.
"Is the view always like this?"	They hoped for a different view.	Check availability; offer a move tomorrow.

How to use this with your team

Read one row at each briefing for a week, then have two agents role-play the call, one playing a guest with a hidden problem. The guest relations manager listens in on two real calls a week and gives feedback.

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