

“Thank you for calling the Quality Inn & Suites, this is ____, how may I help you?”

“For which date will you be arriving?” “How many nights?”

Match Day with date to confirm---“Arriving Monday, August 11 and Checking Out Friday?”

“Have you stayed with us before?”

IF YES – “Great! It is great to have you back.”

Skip to make reservation

IF NO – Continue to make sale.

“What brings you to the area?”

Describe hotel amenities based on answer: Type in COMPANY info whenever possible!

Business Traveler: “We offer a free hot breakfast with eggs, grits, fresh waffles, and biscuits with sausage gravy. All of our rooms have a 32” flat panel television and a full kitchen in it. You can workout at the Golds Gym while staying with us.”

Leisure Traveler: “We offer a free hot breakfast with eggs, grits, fresh waffles, and biscuits with sausage gravy. All of our rooms have a 32” flat panel television and a full kitchen in it.”

Quote Rate—“We have a special rate of \$49 for and room with 1 king bed or 2 queen beds and a 2=room Suite for \$69.”

Sell Room—“Which would you like to reserve?”

Handle objections—“Sir (mamn), what have I failed to mention that you are looking for?”

For rates you can offer 10% off (SCR-S3A-SSC) or setup company rate for them (L44-L39). You can offer single queen as well. Only go down on rates if the customer asks for it. We need to maximize the amount we get.

Offer additional amenities, Emphasize good location, etc.