



THE FIVE KEYS

Offer something extra that the **guest hasn't thought of**

Upselling is when you offer customers **extra value**

Always be **proactive**

Be **determined**

Follow up as a **team**



STEP BY STEP

- 1 Connect with the guest
- 2 Know your product
- 3 Gain attention
- 4 Generate interest
- 5 Awaken desire
- 6 Close the sale

Become an expert
by doing the Upselling
course placed on Talent!



WHEN TO CHARGE?

HOTEL

Before the day of arrival

- Late check out
- Early check in

Day of arrival

- All concepts

During the stay

- All concepts except Early check in
- Breakfast cannot be sold as Upselling on the day of service

Check out day

- Late check out



DAILY CONTROL TASKS

TMS^{for}HOTELS → ZFC_UP_COM_E_H - Upselling commissions by hotel

Check that sales are aligned with the conditions and restrictions of the **Upselling procedure**:

LUNCH & DINNER NOT HIRED

Check corresponding posting in TMSforPOS (**Promotional Menu** posted at **price 0 after charging Upselling**, with a minimum difference of 10 minutes).

ROOM UPGRADE

Verify that **room type assigned** belongs to a **higher category** than the one confirmed in the reservation.

MODIFIED DESCRIPTIONS

Ensure that **descriptions** of the stay options **correspond to the type of Upselling** sold.

CANCELLED CHARGES

All **cancelled charges**, negative balances and/or discounts **must be justified**.

UPSELLING TO GROUPS

Check that there are **no stay options** charged in the **invoice of a group header** (individual reservations with stay options originated in **10 or more rooms**, are also considered a group within the framework of this policy).

PRIOR TO ARRIVAL / CHECK OUT DAY

Make sure that **no Upselling** has been **contracted before the arrival date or at check out**, except those allowed by the policy.