



Five Questions Your Team Should Sound Ready For

You know the wince. Your team explains something to a guest - and you can tell they're guessing.

It's not a training problem. They just weren't let in on the *why*.

These five questions come up all the time. On the left is what guessing sounds like. On the right is what it sounds like when someone owns it.

Copy it, **share** it with your team. Or **save** it for the tired days when you need the words ready.

The Five Cards

"Why is checkout so early?"

Guessing

"That's just our policy."

Owns It

"We need that window to get everything right for the next guest. Rushed turnovers show."

"Why is there a cleaning fee?"

Guessing

"I'm not sure, it's just listed that way."

Owns It

"We break it out so you see exactly what you're paying for. No surprises."

"Why is the rate different than my friend paid?"

Guessing

"Rates change, I guess?"

Owns It

"Rates shift with demand. Booking earlier or midweek usually gets the best price."



"Why is there a minimum stay?"

Guessing

"That's just a rule we have."

Owns It

"Shorter stays mean more turnovers. The minimum lets us keep quality where we want it."

"Why do you need a deposit?"

Guessing

"It's required." "It's how we keep the place nice for everyone. Most guests never think about it again."

Owns It

Add Your Own

What's the question you get asked that your team fumbles—or that you answer differently every time?

The Question

Guessing

Owns It

Write it down once. The version that sounds like you on a good day. Now you've got it ready.

The One-Sentence Rule

Before any change - a guest might notice, a rate, a policy, a checkout time - tell your team why. One sentence. The human reason, not the spreadsheet logic.

That's how they start carrying it with you.

That's how you stop being the only one who gets it.