Guest profile — what it is worth

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **It is your decision, not the agent's. Here is the full arithmetic.**

What can be kept if you decide so

Item	Keepable?	Condition
Usual arrival time	**Yes**	**Guest informed, able to object**
Consumption	**Yes**	**Same**
Length of stays	**Yes**	**Same**
Stated preferences	**Yes**	**Same**

What it actually produces

Situation	Result of the profile
Regular guest	**Recognised — but reception already recognises them**

Situation	Result of the profile
Guest returning once a year	**An 18-month profile is wrong more often than it guesses right**

Typical example: **the person was travelling for work, they come back with family.**

What works better

Method	Accuracy	Perception
Kept profile	**Variable**	**Surveillance**
One question at booking: "the same as last time?"	**Accurate**	**Attentiveness**

What is never a preference

Request	Effect if unmet	Treatment
Preference (pillow type, floor)	**Disappoints**	**Flagged as a wish**
Accessibility	**Makes it impossible to sleep there**	**Guaranteed and transmitted to arrival**

Finding	Value
Accessibility requests accepted at booking	**23**
Appearing on the arrival sheet	**0**

For the company to settle

Guest profile kept: _____

Retention period, if any: _____ months

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Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-des-reservations-hotellerie

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