



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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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

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

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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