Eleven upgrades, four downgrades

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The word announces a benefit, and a guest receiving a benefit does not dare complain.**

Situation	Count
Guests "upgraded" for want of availability	**11**
Genuinely better room	**7**
Larger room, without what had been chosen	**4**

What had been chosen	What was given
Twin beds	**A double**
Courtyard-facing room	**Street-facing room**

What the agent does

Action	Done?

Label the change	**Never**
Describe what changes, point by point	**Yes**
Ask whether it suits, before arrival	**Yes, where possible**
Decide the change alone	**No — reception approves**

Effect the following quarter	Count
Guests who preferred another date or property	**3**
Failed arrivals avoided	**3**

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>
> 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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