



# Eleven upgrades, four downgrades

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. **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? |
|--------|-------|
|--------|-------|

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.

|                                              |                                |
|----------------------------------------------|--------------------------------|
| <b>Label the change</b>                      | <b>Never</b>                   |
| <b>Describe what changes, point by point</b> | <b>Yes</b>                     |
| <b>Ask whether it suits, before arrival</b>  | <b>Yes, where possible</b>     |
| <b>Decide the change alone</b>               | <b>No — reception approves</b> |

| <b>Effect the following quarter</b>                  | <b>Count</b> |
|------------------------------------------------------|--------------|
| <b>Guests who preferred another date or property</b> | <b>3</b>     |
| <b>Failed arrivals avoided</b>                       | <b>3</b>     |

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