



Top 17 Questions staff Must ask at check-in to create a bond with your hotel guests.

The check-in process should be personalized, quick and genuinely friendly. Staff must communicate a warm welcome in words, smiles and body language that shows they truly care.

Always start by welcoming the guests with...

“Welcome, It is so nice to have you here”

“Welcome to our hotel, It’s a pleasure having you here”

- 1) How are you doing?**
- 2) What brings you to the area?**
- 3) How was your trip in?**
- 4) Have you stayed with us before?**
- 5) Where are you from?**
- 6) How is the weather back home?**
- 7) Are you here on business or pleasure?**
- 8) I would love to recommend a restaurant for you. What is your favorite food?**
- 9) Are you planning on doing any site-seeing?**
- 10) Have you visited _____ before? (Disney, Seaworld, etc)**
- 11) Do you already have plans for dinner tonight?**
- 12) Did you know..._____.(explain an interesting fact of your city or local area)**
- 13) Can I help recommend some of my favorite local hangouts/place?**
- 14) How often do you visit our area?**
- 15) Have you stayed with the _____ brand before? (Hampton, Comfort, Holiday Inn, etc..)**
- 16) Are you a member of our rewards program?**
- 17) Can I offer you any local directions?**

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