

# Guest Chat Checklist for 5-Star Mindset

Use this checklist at the end of each guest conversation — **every single day, for one full month.**

Why? Because the only way to make 5-star behaviors feel natural is to repeat them until they no longer feel like “extra effort.”

This isn't just about doing your job. It's about becoming someone guests trust instantly, even through a screen.

- ☐ I asked **at least 2 micro-questions** to uncover the guest's preferences.
- ☐ I made **at least 1 personalized recommendation**, not just a list of links.
- ☐ I used the guest's **name** at least once.
- ☐ I offered **2 curated options**, not a dump of everything available.
- ☐ I discreetly **suggested an upgrade or better alternative**, based on what mattered to the guest.
- ☐ I used **“I recommend”** instead of “you choose.”
- ☐ I highlighted at least **1 feature or benefit** in a way that added value (not just listing amenities).
- ☐ I proactively **mentioned something helpful** before the guest had to ask.
- ☐ I ended the chat by **suggesting a clear next step** (“Shall I hold this for you?”), not just “Let me know.”
- ☐ I wrote like a real human — **no robotic scripts**, no emoji wallpaper.

## Use it Until You Don't Need it

You'll know it worked when this checklist starts to feel... unnecessary.  
Until then, **fake nothing**. Practice everything.