

Remember to SMILE

1. Thank you for calling StayApt Suites _____, this is _____, how may I assist you?
2. Have you stayed at StayApt Suites _____ before?
3. May I ask what dates you are looking for and how many adults and children? Do you need one bed or two?
4. What brings you to our area?
If business, what company are you with?
Are there others travelling with you?
5. While I pull up the rates, let me tell you a little bit about us. We are a furnished apartment style hotel with separate bedroom and living room areas. We also offer....*Pick 2-3 more benefits from the column on the right. Quote the rate and immediately ask...*
6. What name would you like on the reservation?

Benefits of StayApt

- Furnished-apartment style suites with separate bedroom and living room areas.
- Residential style kitchen with full size appliances including oven and dishwasher.
- Fitness center.
- On site guest laundry
- Smart TVs with streaming in all suites.
- Secure entrances and private guest-only courtyard with barbeque grill and fire pit.
- Weekly housekeeping service.
- Pet friendly suites available.

Answer within 3 rings.

Ask for the guest's name and use it.

Busy? Ask for their name and number and make sure to call them back.