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FRONT DESK EDITION

My emotional support <pet> stays free, right?	Shocked guest when the non refundable... is non refundable	"The key card isn't working."	The room isn't EXACTLY like the picture.	Wants rooms together
Expects comp for being an "influencer"	Any chance for a free upgrade?	"How does the TV/AC remote work?"	Complains check-in's too late, asks for late checkout	Tries to check in at 7:00am
Do not disturb on all day, upset room's not made.	That guest again... You know who.	**FREE SPACE**	Rollaway requested at check-in	Why didn't you warn me the weather was going to be bad?
Checkout time, guest still packing, next check-in waiting	Walk-in	"I know the owners"	Discount request disguised as complaint	"I forgot the code to my safe."
Two nights, ten bags... suspicious.	"I booked a suite" actually didn't read	"Can I speak to the manager?"	Booked wrong dates, blames you.	Rate match requested... last stay date 2006

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GM EDITION

Mutters “I need something stronger than coffee”	Water leak somewhere	“The GM promised...” (You did not)	Owner calls: “Quick question” (it isn’t)	Bartender is out “sick” again
“But your website said...” (It did not)	Meeting that could have been an email	Reporting day!	Sensitive info found on a post-it note 😩	Did something for the review
De-escalated a full “I need the manager!” performance	Refund request from a stay months ago	**FREE SPACE**	Filled in for Front Desk or Housekeeping at least once	Same day booking panic
Rowdy group alert	“The wifi isn’t working”	Eating lunch past 3pm again	Mysterious beeping coming from somewhere	Guest claims room was haunted
Guest rearranges room furniture	Third call to maintenance today	New hire training	“Why are there so many taxes?” Sir, I don’t run the government	Had to enforce no-smoking policy

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REVENUE MANAGER EDITION

Pickup report shows NEGATIVE rooms	Group booking sold at a rate you'd never approve	Totally irrational comp set price	Owner: Why aren't we at 100% yet?	Discount request during peak time
Rate parity alert	Rogue discount code that should NOT exist	Late group cancellation 😩	Shoulder season whiplash	Trying not to lose it after someone touched your spreadsheet
Can you forecast... without historicals 🙈	Beat forecast 😎	**FREE SPACE**	Lift restrictions? Drop restrictions?	Revenue meeting that could have been an email
"Just add one more rate plan or promo."	Corporate client wants last year's rates (in this economy?!)	Excel crash	Conflicting STR intepretation = 20 min debate	Got blamed for low occupancy AND for overbooking
OTA undercut you... chaos ensues	Changed the rates 6 times before noon	OTA sends you a "strategic price suggestion." (Ignored.)	"Let's run a flash sale" uttered with complete disregard for strategy	Month-end marathon

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