

MULTI-SITE

MAY 13, 2026

Room readiness promises are breaking at arrival time

Rooms Division Manager and Front Office Manager should run a same-day room-readiness reset before the next 3 pm arrival bank: reconcile housekeeping status, app/SMS status, and front desk wording, then track rooms not ready at check-in and failed room-ready texts. This matters because 3 of 5 accepted comments cite late or mismatched room readiness across Downtown and Airport, including a 2 hour 40 minute delay and an app showing ready when the desk said 45 more minutes. This week, also have the Bell Desk lead add a clear luggage delivery promise, while making the night manager's 15-minute lobby update cadence the standard for waiting guests.

SUBMISSIONS

5

submissions

SIGNAL RATE

63%

3 filtered

FINDINGS

3

1 red · 1 yellow · 1 green

IDEAS

3

Ranked by impact

WHAT IS HAPPENING

Room readiness promises are breaking at arrival time

Three aligned comments point to the same operating failure: guests are being told, shown, or expecting that rooms are ready, but the room is not actually available. Downtown had both a late room and missing room-ready texts; Airport had an app/front desk mismatch.

WHY IT MATTERS

Guests are arriving into uncertainty, queues, and long waits. The biggest risk is not only the late room; it is that the desk, SMS, and app appear to be giving different answers, which makes staff look uninformed even when housekeeping is still working.

DO THIS WEEK

Have the Rooms Division Manager own a 20-minute pre-arrival huddle with Housekeeping, Front Desk, and the app/SMS owner today before 3 pm; verify every due-in room's status, pause any automatic room-ready message unless PMS status is confirmed, and track for 7 days: rooms not ready by promised check-in, app/SMS mismatches, and lobby queue length from 3 pm to 6 pm.

EVIDENCE

3 of 5 accepted submissions (60%) across Downtown Hotel, Airport Hotel; confidence 82%.

MEASURE NEXT

Have the Rooms Division Manager own a 20-minute pre-arrival huddle with Housekeeping, Front Desk, and the app/SMS owner today before 3 pm; verify every due-in room's status, pause any automatic room-ready message unless PMS status is confirmed, and track for 7 days: rooms not ready by promised check-in, app/SMS mismatches, and lobby queue length from 3 pm to 6 pm.

VOICE OF THE CUSTOMER

“Check-in is listed at 3 pm, but our room was not ready until 5:40 and the desk could only say housekeeping was still working.”

On **Room readiness promises are breaking at arrival time** — 3 submissions · 60% of accepted feedback · confidence 82%

R

RED · 1 FINDING

Fix this week. Customers are leaving.**01 Room readiness promises are breaking at arrival time**

Three aligned comments point to the same operating failure: guests are being told, shown, or expecting that rooms are ready, but the room is not actually available. Downtown had both a late room and missing room-ready texts; Airport had an app/front desk mismatch.

M E N T I O N S

3

S H A R E

60%

C O N F I D E N C E

82%

T R E N D

new

I M P A C T

Guests are arriving into uncertainty, queues, and long waits. The biggest risk is not only the late room; it is that the desk, SMS, and app appear to be giving different answers, which makes staff look uninformed even when housekeeping is still working.

N E X T A C T I O N

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“Check-in is listed at 3 pm, but our room was not ready until 5:40 and the desk could only say housekeeping was still working.”

“The lobby line wrapped past the bar because three families were waiting for room-ready texts that never arrived.”

Y

YELLOW · 1 FINDING

Watch closely. Friction is mounting.

⁰¹ Bell desk luggage handoff lacks a delivery promise

This is a one-off comment, not yet a pattern, but it sits next to the broader room-wait problem. When guests are already waiting for rooms, unclear luggage timing adds another unanswered question for the desk team.

MENTIONS

1

SHARE

20%

CONFIDENCE

62%

TREND

new

IMPACT

A guest who has already waited for a room now has to wonder when bags will arrive. That creates extra calls, lobby questions, and frustration that can be prevented with a clear promise at handoff.

NEXT ACTION

Have the Airport Bell Desk lead add a standard handoff line by the next shift: "Your bags will be delivered within 10 minutes of room assignment, or you can call extension X." For one week, track luggage status calls and any bag delivery taking more than 10 minutes after room assignment.

"The bell desk took my luggage while I waited for the room, but nobody told me when the bags would be sent up."

G

GREEN · 1 FINDING

Keep doing this. It is working.**01 15-minute lobby updates helped waiting families stay oriented**

One positive comment names a specific behavior worth preserving: the night manager gave water and clear room-ready updates every 15 minutes. This is not a broad praise trend, but it is a simple playbook for arrival delays.

MENTIONS

1

SHARE

20%

CONFIDENCE

62%

TREND

new

IMPACT

When rooms are late, guests still need a visible host, basic comfort, and a predictable update rhythm. This behavior can reduce repeated desk questions and keep the lobby calmer during delays.

NEXT ACTION

Have the Downtown Front Office Manager write the night manager's approach into a one-page delay playbook before the next busy arrival period: water offered once the wait passes 15 minutes, named staff owner in the lobby, and room-ready updates every 15 minutes; measure repeated room-status questions per shift.

"The night manager brought water to the families waiting in the lobby and gave clear room-ready updates every 15 minutes."



What to try next

Create a 3 pm room-readiness control sheet

The feedback shows the desk, housekeeping, SMS, and app are not always aligned. A shared control sheet for due-in rooms can catch mismatches before guests reach the desk.

EXPECTED IMPACT

Fewer false room-ready signals, shorter lobby lines, and clearer answers from staff during the 3 pm to 6 pm arrival window.

EFFORT LOW

Run a one-week 15-minute lobby update test

The strongest positive behavior was a manager giving water and updates every 15 minutes while families waited.

EXPECTED IMPACT

Fewer repeated status questions at the desk and less visible lobby tension when rooms are delayed.

EFFORT LOW

Add a bell desk claim-card delivery promise

The Airport luggage comment shows the guest did not know when bags would be sent up after room assignment.

EXPECTED IMPACT

Fewer luggage follow-up calls and clearer expectations for guests waiting on both rooms and bags.

EFFORT LOW

DISCLAIMER

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Gistback turns private feedback into an evidence-backed operating brief. Use this page as the interpretation guardrail for the findings and ideas above.

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This report is generated from accepted feedback using Gistback analysis. It is designed to help operators decide what to inspect, test, or fix next; it should not replace human review.

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Counts and percentages reflect the feedback submissions accepted into this reporting window, not a statistically representative customer survey. Treat findings as directional operating signals.

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