

Weekly Guest Operations Report

The Langford Boutique Hotel — Sample 7-Day Period

This is a sample report using illustrative data. Your actual weekly report will reflect your property's real call volume, message channels, escalation rules, and SLA targets agreed during onboarding.

WEEK AT A GLANCE

136

Total interactions

47

Calls handled

89

Messages handled

3

Escalations

100%

Answer rate (covered hours)

11 sec

Avg call answer time

4 min

Avg message response

DAILY ACTIVITY

DAY	CALLS	MESSAGES	TOTAL	VOLUME
Mon	9	14	23	
Tue	5	11	16	
Wed	6	10	16	
Thu	7	13	20	
Fri	8	17	25	
Sat	8	16	24	
Sun	4	8	12	

MESSAGE CHANNEL BREAKDOWN

36

OTA inboxes

Booking.com & Expedia

23

SMS

Direct text messages

18

WhatsApp

WhatsApp Business

12

Email

reservations@ inbox

GUEST REQUEST BREAKDOWN

REQUEST TYPE	COUNT	RESOLVED DIRECT	ESCALATED
Rate and availability inquiries	14	14	—
Late checkout requests	12	10	2
Early check-in inquiries	8	8	—
Cancellation / modification	7	6	1
General guest questions	11	11	—
After-hours maintenance	3	1	2
Complaints	2	1	1

RESPONSE TIMES VS. SLA TARGETS

CHANNEL	TARGET	ACTUAL (AVG)	MET
Inbound calls	< 15 seconds	11 sec avg	Yes
SMS messages	< 15 minutes	3 min avg	Yes
OTA messages (Booking.com / Expedia)	< 30 minutes	4 min avg	Yes
Email	< 60 minutes	22 min avg	Yes
WhatsApp	< 15 minutes	6 min avg	Yes

BOOKING INQUIRY SUMMARY

14

Booking inquiries handled

9

Reservations confirmed

\$6,300

Est. booking value recovered

Booking value estimate is based on a sample average booking value of \$700 per confirmed reservation. Your report will use your actual property rates.

ESCALATION LOG (3 THIS WEEK)

ESC-001

Maintenance — urgent

Pipe issue reported in Room 204, 11:47pm. On-call maintenance notified by call and SMS. Resolved within 47 minutes. Guest moved to Room 212, complimentary breakfast offered.

Outcome: Resolved. Guest satisfied.

ESC-002

Guest dispute — rate

Guest disputed rate on checkout call, citing a rate seen on OTA that differed from confirmed booking. Logged and escalated to GM inbox for morning review. Rate adjustment approved by GM.

Outcome: Resolved next morning by GM.

ESC-003

Medical — after hours

Guest called reporting chest discomfort at 2:14am. Emergency protocol followed. 911 advised. Emergency contact notified. Agent remained on call until guest confirmed ambulance en route.

Outcome: Emergency services contacted. Protocol followed correctly.

RECOMMENDATIONS THIS WEEK

01 Extend Saturday evening coverage

6 calls came in between 10pm and midnight on Saturday outside your currently covered window. These are high-intent reservation callers. Extending coverage by 2 hours on Saturday evenings would capture this volume.

02 Friday afternoon OTA inbox check

Booking.com pre-booking inquiry response time on Fridays averaged 38 minutes, compared to 4 minutes for the rest of the week. This is the highest-conversion window of the week. A dedicated inbox check at 3pm and 5pm Friday would keep responses within your SLA target.

03 Saturday late-checkout message template

Late checkout requests accounted for 25% of Saturday message volume. A proactive Saturday morning message confirming late checkout availability would reduce inbound volume and improve the guest experience before they ask.

Ready to receive a report like this for your property?

Book a 15-minute demo at guestsquad.com/contact