No. 09

Guest Recovery Toolkit

Handle every complaint the same way — fast response, an authorized resolution, a confirmed close — and use the record to remove the root causes behind most complaints.

Built for: Hotel GMs, front office and guest experience managers, and restaurant operators.

What is included

File	Format	Use
Guest-Recovery-Workbook-Blank.xlsx	Excel	Start here: formatted, formula-ready workbook for your own data.
Guest-Recovery-Workbook-Sample.xlsx	Excel	Same model filled with fictional sample data.
Guest-Recovery-Toolkit.html	Interactive dashboard	Optional: opens in Chrome, Edge or Safari on a computer or tablet. Runs without internet; data stays in that browser.
guest-recovery-toolkit-guide.pdf	PDF	This guide.
LICENSE.txt, START-HERE.txt	Text	License terms and quick start.

Quick start

1. **Start with Excel.** Open **Guest-Recovery-Workbook-Blank.xlsx** and enter your own data in the blue cells; every other cell calculates. The **-Sample** workbook shows a filled-in example.
2. **Use Google Sheets?** In Google Drive choose New › File upload, then open the workbook with Google Sheets. Formulas carry over; charts may need restyling.
3. **Optional interactive dashboard:** open **Guest-Recovery-Toolkit.html** in Chrome, Edge or Safari on a computer or tablet. It runs offline and opens with fictional sample data — choose **Start blank** when you are ready.
4. The dashboard saves entries only in that browser on that device. Use **Save backup** regularly; **Restore** loads a backup elsewhere.

Operating routine

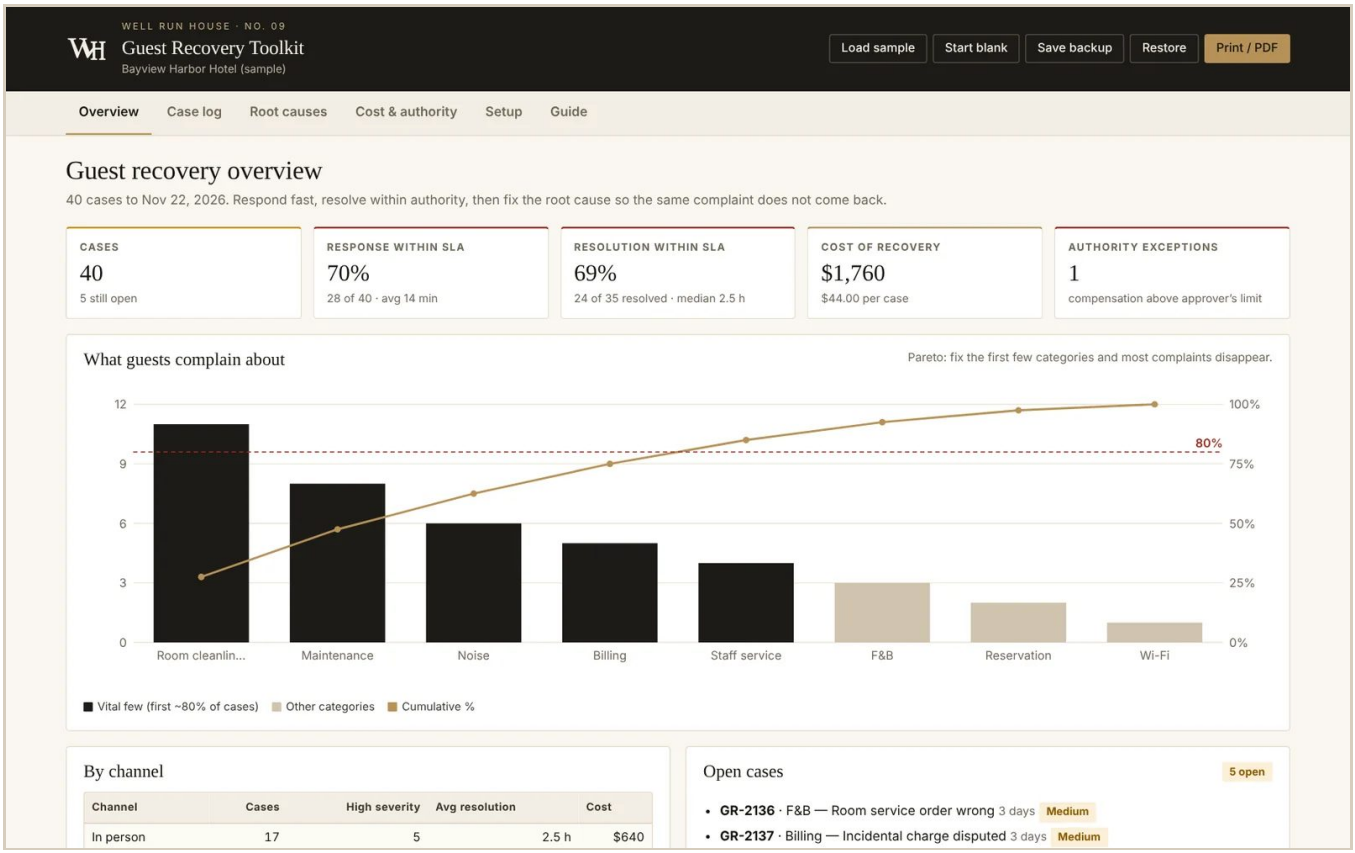
1. **Listen and acknowledge** — thank the guest and don't argue the facts.
2. **Record the issue without sensitive guest data**: case ID, channel, category, severity and times.
3. **Offer an authorized resolution** within your limit; escalate above it.
4. **Confirm closure** with the guest and mark the case resolved.
5. **Review root causes** weekly and assign corrective actions with owners.

Sample — the full product includes the Excel workbook, interactive dashboard and complete guide

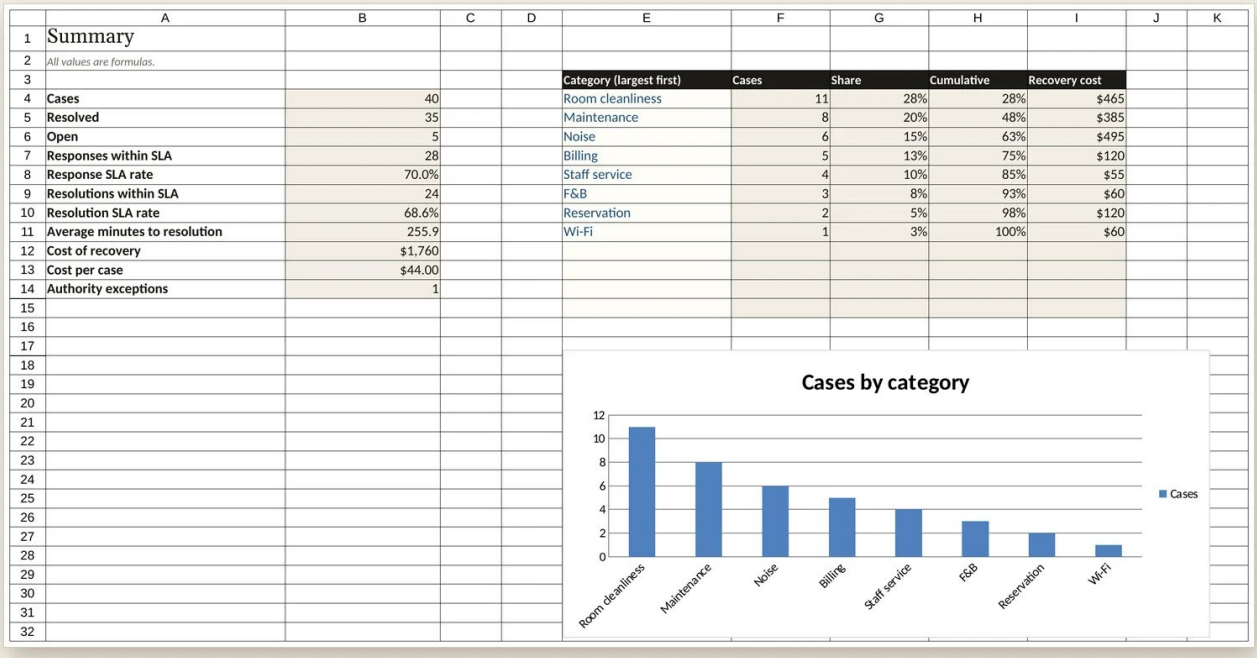
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Guest Recovery Toolkit

Two screenshots from the product, taken with its fictional sample data.



Interactive dashboard — Guest recovery overview



Sample — the full product includes the Excel workbook, interactive dashboard and complete guide