

Upsell Menu & Staff Script Template

Fill in your own upsell menu with flat prices, then use the script prompts to train front desk, WhatsApp and phone staff on a consistent offer.

Your Upsell Menu

Upsell	Price	Best moment to offer	One-line pitch

The Six Moments to Offer

1. At the time of booking
2. In the booking confirmation message
3. 24-48 hours before arrival
4. At check-in
5. During the stay
6. Just before check-out

Objection-Handling Prompts

Guest says	Your response
"That is too expensive."	
"We do not need it."	
"Let me think about it."	

Five Habits to Avoid

- Leading with price before value
- Weakening words like "just" or "only"
- Closed yes/no questions instead of a choice
- Repeating an offer after a clear decline
- Treating every guest identically

Reminder: quote the incremental amount, not the full total, and never present a mandatory charge as an optional upsell. Every price, including taxes, must be shown before the booking is confirmed.