



PROBLEMS AND COMPLAINS

PERTEMUAN KE 4

PROBLEM AND COMPLAIN

- **WHAT IS PROBLEM?**
- **WHAT IS COMPLAIN?**



PROBLEM AND COMPLAIN

There will be inevitable times when guests have a problem about something and will complain about it. The kinds of problems and complaints that hotel employees are likely to encounter as varied as the guests themselves. Sometimes these complaints will be justified, such as being brought the wrong order in a restaurant or not getting the kind of room that was booked or being over charged for a service. Sometimes the complaints will be unreasonable or petty, such as a guest demanding an upgraded room at no extra cost or becoming angry over a short delay. Whether the problem or complaint is justified or not it must be handled with dispatch and professionalism.

Possible Problem or Complaints

- There are not enough towels in my room
- This tread mill isn't working properly
- I specifically requested an ocean view, but the room I was given has a view of the pool
- This soup is not warm enough
- This fried rice is very spicy
- We have no menu at this table

Responses to problems or complaints

- I'll see to that right away ma'am
- I'll correct the situation immediately, sir
- I'm so sorry sir, that should never have happened
- I'll take care of that right away sir
- I'll see to it immediately
- I'll check about it and get back to you

Conversation

Bell Desk Staff

Guest: Watch that suitcase! It's new and you're scatching it

Bell man: I'm sorry about that sir. It won't happen again

Guest: Well I should hope not

FB Staff

Guest: This tea is sweetened and I specifically wanted unsweetened tea ?

Staff: I'm sorry ma'am. I'll bring an unsweetened tea immediately.
Please excuse the mistake

Guest: No problem, things happen

Staff: Here's your tea ma'am. Let me know if I can be of further assistance the rest of your meal

Guest: Thank you

Staff: My pleasure

Conversation

Housekeeping Staff

Guest: We ran out of toilet paper. Is it possible to get more?

Staff: I'm very sorry. Of course, ma'am. I'll send up more up immediately. Is there any thing else you require?

Guest: Now that you mention it, could you also bring me more soap and shampo?

Staff: Yes sir, I will bring it for you

Guest: That would be great,thanks

Conversation

Tour Guiding

Guest: Excuse me, I think we got the wrong way. Because until now it hasn't arrived yet. I still hungry

Staff: Yes sir. I understand . The road that is usually used a landslide. I am sorry about it sir. Five minutes more we will arrive

Guest: That would be great, thanks

😊 END 😊

