



Dealing with Guests Requests

PERTEMUAN KE 2

Dealing with Guests Requests

- Possible guest's request
- Responses to requests
- Conversation



In order to get the most satisfaction (and their money's worth from their stay) guests make requests. Most of these requests will be reasonable, such as asking for more napkins in a restaurant or having a burnt out light bulb replaced in their room. Some requests may be outrageous and outside the normal service parameters of Industry. In either case, the requests must to politely listened to and professionally attended to.

Possible Guest's Request

- Could I have another order of garlic toast?
- I would like extra soap and shampo left in the room
- The guests in the next room are very noisy. Could we change rooms?
- Is it possible if I Join in this event?
- Is it ok to get free samples of all the facial products the spa sells?

Responses to Requests

- Yes sir, I'll take care of that right away
- I'll attend to that immediately
- I'm not sure, let me talk to my supervisor. I'll be back in a moment
- Of course ma'am, I'll get right on that
- Certainly sir, I'll be right back with that item
- I'll get some right away

Conversations

Bell Desk

Guest : Please be very careful with that bag, there are fragile items inside

Staff: Not to worry sir, I'll be extremely careful

Front Desk Staff

Guest : Could you fill out the form for me. I hurt my writing hand?

Staff: Of Course sir, First , how do you spell your family name?

Sales and Marketing

Guest: Could you tell me the room rate in this hotel?

Staff: Yes sir, I'll give the special offers for you

MICE

Guest: Is it ok If I collaborate with this exhibition?

Staff: I am not sure. I will talk to my manager first

Tour Guiding

Guest: Could you direct where's the best view from this place?

Staff: Sure, I will show you

Reservation Staff

Guest: Could you tell me the price of candle light dinner in this hotel ?

Staff: Sure, I will

Housekeeping Staff

Guest: Is it possible to get another pillow. This one smells funny

Staff: Of course ma'am, I'm very sorry. I'll bring you a new one as soon as I finish up with the room, if that's OK

Guest: Thank will be fine, thank you

Food and Beverage Staff

Guest: Instead of herbal tea, Do you happen to have Earl Grey?

Staff: Of Course sir, but the herbal tea is all we have at the moment

Health and Leisure Staff

Guest: Could I get more weights added to this machine. This is no challenge at all

Staff: I'll get more weight right away. How much more would you like?

Conversation

Staff: Good morning, welcome to The Plaza Hotel. How may I assist you?

Guest: Good morning, I would like to make reservation. Is it possible if I reserve for my birthday party tonight?

Staff: Of Course. May I have your name please?

Guest: Sarah Witson

Staff: Thank you Ms.Sarah. Your reservation is confirmed. We look forward to welcoming you tonight. Have a nice day

😊 END 😊

