Unit 203: Provide guest service

# Worksheet 3: Understand how guest issues are resolved by hospitality establishments (Tutor)

Identify **factors** that contribute to a guest expectation when visiting a hospitality establishment:

* cleanliness
* service
* comfort
* value for money

Explain what is meant by **value for money** within a hospitality business:

A high quality of service and positive experience for the money paid for it.

Identify three **health and safety expectations** a customer has within a hospitality business:

Any of the following:

* clean bedding
* clean bathroom
* clean communal areas
* speed and efficiency of service

Identify three common **guest issues** within a hospitality business:

Any of the following:

* noise
* other disruptive guests
* uncomfortable bed
* cleanliness
* intoxicated guests.

Describe how you would handle an **intoxicated guest**:

Pretend you haven’t noticed they are drunk and treat them like any other guest. Ask them to return to their room.

Identify three benefits of dealing with guest issues effectively:

* repeat business
* good reviews
* increased profits.

Identify three methods of evaluating guest satisfaction:

* CRM
* questionnaires
* reviews.

Describe how guest feedback can contribute to **continuous improvement**:

Improving services and processes.