

Unit 203: Providing guest service

Handout 3: Dealing with a guest issue

The following sentences are used in a SOP for dealing with a guest issue. List them in order of priority (with 1 being the first thing you would do – 9 being the last thing you would do).

- a. Listen with concern and empathy, stay calm. Don't argue with the guest.
- b. Monitor the progress of the corrective action.
- c. Be aware of the guest's self-esteem, show a personal interest in the problem, try to use the guest name frequently.
- d. Follow up : Even if the complaint was resolved by someone else, contact the guest to ensure that the problem was resolved satisfactory.
- e. Take notes, writing down the key facts saves time if someone else must get involved, also, guest tends to slow down when they see the staff member trying to write down the issue.
- f. Isolate the guest if possible, so that other guests won't overhear.
- g. Tell the guest what the best can be done, offer choices. Don't promise the impossible, and don't exceed your authority.
- h. Set an approximate time for completion of corrective actions be specific, but do not underestimate the amount of time it will take to resolve the problem.
- i. Give the guest your undivided attention, concentrate on the problem, not on placing blame. Do NOT Insult the guest.