

Unit 203: Provide guest service

Activity 6: Helping guests be right

Overview

This exercise looks at ways customers can sabotage the service they receive. While customers are not always right, it should be our mission to help them be right.

The exercise

This activity can help you identify ways to help customers be right.

Start by thinking of a specific situation where a customer got confused or made a mistake.

1. Make a list of factors about this situation that are out of your control.
2. Now, make a list of factors about this situation that you can control.
3. Focus on the factors that you can control and try to think of solutions to help the customer be right.

Guest issue example:

Many guests have difficulty navigating overnight parking at the hotel.

Can't control	Can control
Visitors are often in a hurry which causes stress.	Customer-friendly parking information is forwarded to guest with their booking information
The parking in various hotel garages can be confusing.	Staff members available to direct guests, or clear signage and good lighting.
Confused as to the cost of parking.	Information on hotel website, with booking confirmation and signage all outlining the charges applicable. Reception staff inform during check-in.

Solution:

- Implement a communication policy regarding carparking
- Implement SOPs informing guests on check in
- Provide clear signage and lighting in carpark area

Your guest issue:

Can't control	Can control

Solutions:

- _____
- _____
- _____
- _____