

## Unit 203: Provide guest service

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

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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.