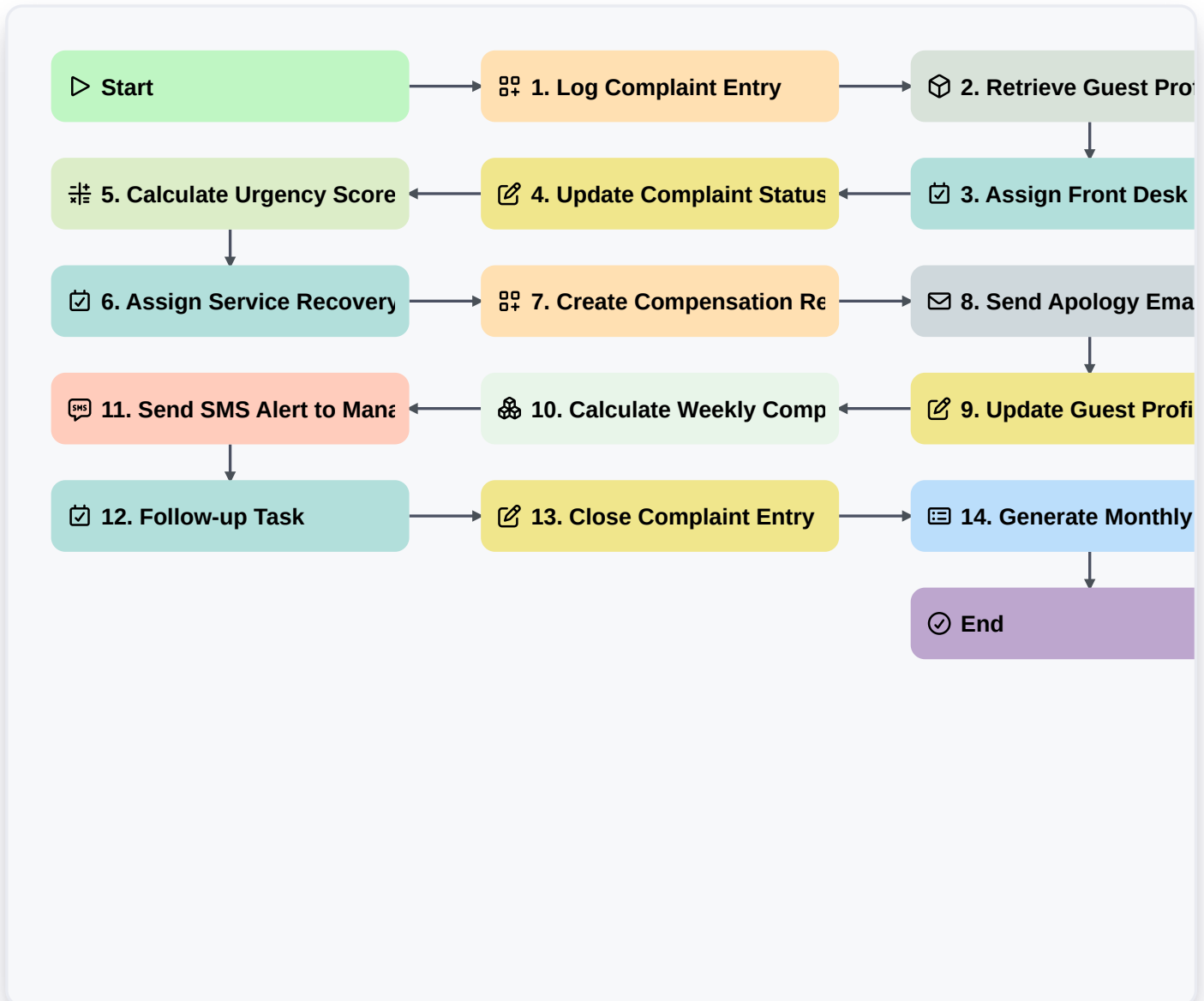


Guest Complaint Resolution And Service Recovery Process



▷ Start

Start of the Workflow/Process.

🗒️ 1. Log Complaint Entry

Create a new entry in the 'Complaints' data model containing details like guest name, room number, and complaint type.

📦 2. Retrieve Guest Profile

Get existing guest data from the 'Guest Profiles' data model to check loyalty status and previous history.

📋 3. Assign Front Desk Investigation

Create a task for the Front Desk Manager to investigate the incident and gather facts.

✍️ 4. Update Complaint Status

Update the status of the 'Complaints' entry from 'New' to 'In Investigation'.

🔢 5. Calculate Urgency Score

Execute a formula based on 'Complaint Severity' and 'Guest Loyalty Tier' to determine priority level.



6. Assign Service Recovery Task

Create a task for the Duty Manager to decide on the compensation (e.g., voucher, discount, or apology).

7. Create Compensation Record

Create an entry in the 'Service Recovery Actions' data model to track the specific remedy provided.

8. Send Apology Email to Guest

Send an automated or templated email to the guest's email address expressing regret and outlining the solution.

9. Update Guest Profile History

Update the 'Guest Profile' entry to include a note about the recent complaint for future reference.

10. Calculate Weekly Complaint Volume

Aggregate the number of entries in the 'Complaints' data model for the current week to monitor trends.

11. Send SMS Alert to Manager

Send an SMS to the Duty Manager if the complaint severity is marked as 'Critical'.

12. Follow-up Task

Create a task for the Guest Relations Officer to contact the guest 24 hours later to ensure satisfaction.

13. Close Complaint Entry

Update the 'Complaints' entry status to 'Resolved' and timestamp the closure.

14. Generate Monthly Service Recovery Report

Create a report from the 'Service Recovery Actions' data model to summarize total costs and resolution times.

End

End of the Workflow/Process.