



# Guest Complaint Resolution Workflow

## Complaint Reception & Logging

Focuses on how the complaint is initially received and properly documented.

### Complaint Channel

- ☐ In-Person
- ☐ Phone
- ☐ Email
- ☐ Online Review Site (e.g., TripAdvisor)
- ☐ Social Media
- ☐ Letter

### Date of Complaint

### Time of Complaint

### Guest Description of Complaint

### Guest Name

Write something...

### Guest Room Number (if applicable)

Write something...

### Contact Phone Number

Write something...

### Contact Email Address

Write something...

### Complaint Category (Initial)

- ☐ Housekeeping
- ☐ Food & Beverage
- ☐ Service
- ☐ Maintenance
- ☐ Billing
- ☐ Noise
- ☐ Other

## Initial Assessment & Prioritization

Covers evaluating the severity and urgency of the complaint.

### Complaint Urgency Level

- ☐ Low
- ☐ Medium
- ☐ High
- ☐ Critical

### Complaint Category

- ☐ Room Condition
- ☐ Service Quality
- ☐ Food & Beverage
- ☐ Billing/Charges
- ☐ Amenities
- ☐ Other

### Guest Satisfaction Score (if applicable)

Enter a number...

### Brief Summary of Complaint

Write something...

### Department Responsible

- ☐ Front Office
- ☐ Housekeeping
- ☐ Food & Beverage
- ☐ Maintenance
- ☐ Management
- ☐ Other

### Complaint Received Date

Enter date...

### Complaint Received Time

### Initial Impact Assessment

Write something...

## Investigation & Fact-Finding

Details the steps taken to understand the root cause of the complaint.

### Guest's Detailed Account of the Incident

Write something...

### Type of Complaint (e.g., Room Condition, Service, Billing)

- ☐ Room Condition
- ☐ Service Quality
- ☐ Billing Issue
- ☐ Food & Beverage
- ☐ Noise Complaint
- ☐ Other

### Number of Guests Affected

Enter a number...

### Date of Incident

Enter date...

### Approximate Time of Incident


### Relevant Staff Involved (Check all that apply)

- ☐ Front Desk Agent
- ☐ Housekeeping
- ☐ Restaurant Staff
- ☐ Maintenance
- ☐ Manager on Duty
- ☐ Security

### Witness Statements (if any)

Write something...

### Supporting Documentation (e.g., Photos, Receipts)

 Upload File

## Resolution Planning & Options

Outlines the process of developing solutions to address the complaint.

### Potential Resolution Category

- ☐ Financial Compensation (Discount/Refund)
- ☐ Service Recovery (Upgrade/Amenities)
- ☐ Apology & Explanation
- ☐ Policy Exception
- ☐ Combination of Above

### Proposed Discount Percentage (if applicable)

Enter a number...

### Proposed Refund Amount (if applicable)

Enter a number...

### Detailed Explanation of Proposed Resolution

Write something...

### Requires Manager Approval?

- ☐ Yes
- ☐ No

### Justification for Manager Approval (if required)

Write something...

### Potential Service Recovery Options

- ☐ Room Upgrade
- ☐ Meal Voucher
- ☐ Amenity Offering (e.g., Spa Treatment)
- ☐ Loyalty Points
- ☐ None

### Notes on Potential Challenges in Resolution

Write something...

## Resolution Implementation & Communication

Covers enacting the chosen solution and informing the guest.

### Resolution Type Selected

- ☐ Apology
- ☐ Discount/Refund
- ☐ Service Recovery (e.g., Upgrade, Extra Service)
- ☐ Explanation/Clarification
- ☐ Other (Specify in LONG\_TEXT)

### Detailed Description of Resolution Offered

Write something...

### Communication Plan (How resolution will be communicated to guest)

Write something...

### Communication Method

- ☐ Phone
- ☐ Email
- ☐ In-Person
- ☐ Letter

### Date of Resolution Communication

Enter date...

### Time of Resolution Communication

### Summary of Communication with Guest (What was said/explained)

Write something...

### Guest Acknowledgement of Resolution

- ☐ Acknowledged & Satisfied
- ☐ Partially Acknowledged
- ☐ Not Acknowledged

## Follow-Up & Verification



Focuses on ensuring the resolution was satisfactory and preventing recurrence.

### Follow-Up Date

Enter date...

### Guest Satisfaction Level (Post-Resolution)

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

### Guest Feedback (Post-Resolution)

Write something...

### Resolution Effectiveness

- ☐ Fully Resolved
- ☐ Partially Resolved
- ☐ Not Resolved

### Compensation Offered (if applicable)

Enter a number...

### Notes on Guest Interaction & Satisfaction

Write something...

## Documentation & Analysis

Details the process of recording complaint details and analyzing trends for improvement.

### Complaint Summary & Root Cause Analysis

Write something...

### Guest Satisfaction Score (Post-Resolution)

Enter a number...

### Complaint Category (e.g., Room, Service, Food & Beverage)

- ☐ Room Issues
- ☐ Service Issues
- ☐ Food & Beverage
- ☐ Billing/Charges
- ☐ Amenities
- ☐ Other

### Contributing Factors (Select all that apply)

- ☐ Staff Training Deficiencies
- ☐ Process Failure
- ☐ Equipment Malfunction
- ☐ Communication Breakdown
- ☐ Lack of Resources
- ☐ Unexpected Circumstances

### Date of Complaint Resolution

Enter date...

### Corrective Actions Taken (Detailed Description)

Write something...

### Resolution Type

- ☐ Refund
- ☐ Discount/Voucher
- ☐ Room Upgrade
- ☐ Apology
- ☐ Other