

# Resolve Guest Issues Effectively Checklist

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## Initial Response & Acknowledgement

Focuses on immediately recognizing and acknowledging the guest's concern, showing empathy and a commitment to resolution.

### Acknowledge guest's concern promptly (within \_\_ seconds/minutes)

- Within 30 seconds
- Within 1 minute
- Within 2 minutes
- Other (Specify)

### Use welcoming and empathetic greeting (e.g., 'I understand', 'I'm sorry to hear that')

Write something...



**Record guest's initial description of the issue (paraphrase to confirm understanding)**

Write something...

**Demonstrate genuine empathy and understanding.**

Yes

No

Not Applicable

**Use the guest's name appropriately (if known)**

Write something...

**Briefly explain the steps you will take to address the issue.**

Write something...

### **Maintain eye contact and attentive body language**

- Always
- Often
- Sometimes
- Rarely
- Never

### **Confirm guest's preferred communication method (e.g., face-to-face, phone, email)**

Write something...

## **Active Listening & Information Gathering**

Details steps to thoroughly understand the issue, ensuring accurate identification and avoiding assumptions.

### **Guest Description of Issue (in their own words)**

Write something...

**Initial Assessment of Guest's Emotional State (e.g., Frustrated, Angry, Disappointed, Calm)**

- Frustrated
- Angry
- Disappointed
- Calm
- Anxious
- Confused

**Number of Guests Involved in the Issue**

Enter a number...

**Initial Identification of Issue Category (e.g., Room Issue, Service Issue, Billing Issue)**

- Room Issue
- Service Issue
- Billing Issue
- Food & Beverage Issue
- Amenity Issue
- Other

### Clarifying Questions Asked to Guest (Record direct questions used to confirm details)

Write something...

### Guest's Preferred Communication Method for Updates (if applicable)

- Phone
- Email
- Text Message
- In Person

### Date of Incident (if known/relevant)

Enter date...

## Problem Assessment & Solution Identification

Covers analyzing the issue, determining the root cause, and brainstorming potential solutions.

### Describe the Guest's Issue in Detail

Write something...

### **Categorize the Issue (e.g., Room Issue, Service Issue, Billing Issue)**

- Room Issue
- Service Issue
- Billing Issue
- Food & Beverage Issue
- Amenity Issue
- Other

### **Severity Level (1-5, 1 being minor, 5 being critical)**

Enter a number...

### **Potential Causes (Select all that apply)**

- Equipment Failure
- Human Error
- Process Breakdown
- Communication Gap
- Lack of Training
- Unforeseen Circumstance

### Brainstorm Possible Solutions (List at least 3)

Write something...

### Choose the Recommended Solution

- Solution 1
- Solution 2
- Solution 3
- Alternative Solution (Specify in LONG\_TEXT)

### If 'Alternative Solution' Selected, Describe It Here

Write something...

## Solution Implementation & Communication

Focuses on executing the chosen solution and clearly explaining it to the guest.

### Choose the initial solution offered (if applicable)

- Full Refund
- Partial Refund
- Room Change
- Upgrade
- Discount on Future Stay
- Other (Specify)

**Explain the chosen solution to the guest in a clear and concise manner. Document exactly what was communicated.**

Write something...

**If offering a monetary compensation (refund, discount), enter the amount.**

Enter a number...

**Was the guest informed about the reason for the solution?**

Yes

No

**If the solution required interaction with another department, briefly describe the communication and steps taken. (e.g., 'Contacted housekeeping to investigate...')**

Write something...

**Did you confirm the guest understands and accepts the solution?**

Yes

No

**Note any adjustments made to the solution based on guest feedback during implementation.**

Write something...

## Follow-Up & Service Recovery

Ensures the guest is satisfied with the resolution and prevents similar issues from recurring.

**Date of Follow-Up**

Enter date...

**Time of Follow-Up**

Enter time...

### Method of Follow-Up (Phone, Email, In-Person)

- Phone
- Email
- In-Person

### Summary of Follow-Up Conversation/Interaction

Write something...

### Guest Satisfaction Level (Post Resolution)

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

### Additional Recovery Actions Taken (e.g., Discount, Upgrade)

Write something...

### Value of Recovery Actions (e.g., Discount Amount)

Enter a number...

### Guest's Feedback on Recovery Efforts

Write something...

## Documentation & Reporting

Details procedures for logging incidents, reporting trends, and facilitating continuous improvement.

### Detailed Description of Issue

Write something...

### Issue Category (e.g., Room, Service, Billing)

- Room Issue
- Service Issue
- Billing Issue
- Food & Beverage
- Other

### Guest Satisfaction Score (1-5)

Enter a number...

### Resolution Type

- Compensation
- Service Adjustment
- Explanation
- Other

### Date of Incident

Enter date...

### Time of Incident

Enter time...

### Actions Taken to Resolve Issue

Write something...

### Resolution Status

- Resolved
- Partially Resolved
- Pending

### Employee ID of Resolver

Write something...

## Handling Difficult Guests

Provides strategies for de-escalation and managing guests who are highly emotional or aggressive.

### Guest Name (if available)

Write something...

### Brief Description of Incident (what triggered the escalation?)

Write something...

### Guest's Emotional State (Observe and Select)

- Calm
- Frustrated
- Angry
- Aggressive
- Distressed

### De-escalation Techniques Used (Describe steps taken)

Write something...

### Approximate Duration of Interaction (minutes)

Enter a number...

### Resolution Type (How was the issue resolved?)

- Compensatory Offer (e.g., discount, upgrade)
- Explanation and Apology
- Relocation/Alternative Accommodation
- Escalation to Manager
- Other (Specify)

**Guest Feedback/Comments Following Resolution (Record guest's verbal response)**

Write something...

**Manager Involvement (Was manager assistance required?)**

Yes

No

**Additional Notes/Observations (Record any significant details)**

Write something...