

Resolve Guest Issues Effectively Checklist

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

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

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...