



# Resolve Guest Issues Effectively

## 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...