



Hospitality Customer Service Training Sample

Issues

Service and Sales.

A guest is claiming that he received poor service on his last visit in town. You note that he is describing a feature of a competitor's hotel. What do you say or do?

Sample
Game
Cards

(Shown smaller than the Actual
3 1/8" by 2 1/4" size)

Common Situations.

A guest is complaining there was too much noise last night and that she could not sleep. No one else has complained about the noise. She is awaiting your reply. What do you say to this woman?

Standard Operating Procedures.

A man is drunk and is demanding another drink. He really is not making very good decisions. What do you tell this gentleman?

Avoiding a Scene.

You are checking in guests, prior to a convention. A famous politician has cut through your line and is demanding immediate help. Other guests behind him are frowning. What do you do or say?

Security Issues.

A guest is on the phone claiming that some items are missing from his room. He admits that he blocked his door open when he ran down to his car to get his suit-bag. What do you say, and to whom?

The Big Picture.

How long does it take to build a loyal clientele? How long does it take to lose a guest, and why?

Common Service Situations.

A regular guest has complained a number of times that her bed was not firm enough in past visits. Today, this lady is complaining that the bed is like a slab of stone. What do you say?

Priorities.

A guest is asking you every question under the sun. You sense that this person is lonely. Unfortunately, you are busy. People are waiting to check in. What do you tell this lonely guest?