



# Hotel & Casino Guest Service Training Sample

Issues

*Security Meets Service.*

**A guest is angry because she says she turned her back and her bucket of nickels was stolen. What do you say and do?**

Sample  
Game  
Cards

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

*Common Situations.*

**A guest looks very depressed. He tells you he thought he could spend the weekend being the "big-shot." Now he is down to his last twenty dollars, and he still has to go home. What do you say or do?**

*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 actor 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?**

*Security Issues.*

**A guest has informed you that he is sure his wallet has been stolen. What should you do?**