



Hotel & Restaurant Guest Service Training Sample

Issues

Housekeeping.

A guest is calling to complain that his room contains a towel with a large stain. What do you tell this gentleman?

Sample
Game
Cards

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

Food Service.

A guest complains that his medium-rare steak is overcooked, and likens it to shoe leather. What do you say and do?

Standard Operating Procedures.

A man walks up and tells you he has a reservation. You do not seem to have any record of his reservation, and as he speaks you realize he may be at the wrong hotel and should be at another hotel down the street. What do you tell this gentleman?

Going the Extra Mile.

You glance over at one of your guests eating his lunch and you see him accidentally spill some ketchup on his gray suit. As you approach him, he says, "Great! I've got a sales meeting in less than an hour." What do you say or do?

Security Issues.

A guest looks worried. He says that someone must have taken one of his suitcases from in front of his door, while he taking other luggage to his car. What do you say and do for this guest?

Balancing Needs.

A family of four asks to be moved to a new table. The mother says that the college-age couple next to them are discussing inappropriate things too loudly. What do you do?

Common Service 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?

Safety Issues.

A guest has informed you that he fell down the stairs and wanted to make sure that you knew about his incident. What should you do?