

### Guest Dissatisfaction

*The main ingredient when a hotel guest is angry is to remain calm. If you start yelling back nothing will be accomplished. Usually an angry guest will talk to you if you are being polite and calm. How you handle yourself can be the difference between a successful resolution or escalating the situation.*

**The following tips will help to resolve the situation and can turn an angry guest into a continued patron or your hotel.**

#### **Listen and learn the facts**

- You can't help them if you do not understand what the issue(s) are. Knowing the issues will help you to find the information, or decisions, they are seeking

#### **Know your limitations**

- What can you do right now to help alleviate the issue(s) - What level of resolution authority do you have

#### **Let the guest know that you can assist them**

- Inform the guest of the process to resolve their issue(s)

#### **Bring in the right people that can help with the situation**

- You may not have the ability to resolve the issue immediately
- Let the guest know what actions you will take to get the right person involved

#### **Follow-up**

- Even if someone else had to be brought in to resolve the issue, follow up and make sure all issues were taken care of to the guest's satisfaction

After the situation is resolved it is important to take a time-out to de-stress. Even if handled correctly with a positive outcome, it is a stressful experience. Taking a walk, talking to someone or other activity that helps you relax will help you get back to your day.