

How to make a guest happy

Question

Answer

Who is the first staff member the guest meets?

The first staff member the guest meets is the driver.

What should the driver do with the luggage?

The driver should check and carry the luggage for the guest.

What should the driver check in the car to make the guest comfortable?

The driver should check the temperature and offer water to the guest.

What words should the driver say to welcome the guest?

The driver should say: "Hello! Welcome to [Hotel Name]. Can I help you with your luggage?"

Who greets the guest at the reception?

The reception staff greets the guest at the reception.

What does reception explain about the room and services?

Reception explains the room key, that the room is ready, breakfast hours, and hotel services.

Who carries the luggage to the room?

The bell staff carries the luggage to the guest's room.

What should the bell staff show or explain in the room?

The bell staff shows and explains the TV, AC, Wi-Fi, bathroom, and mini-bar.

Who cleans the room every day?

Housekeeping cleans the room every day.

What should housekeeping provide in the room?

Housekeeping provides towels, linens, and toiletries in the room.

What should housekeeping ask the guest about comfort?

Housekeeping should ask the guest if they need extra pillows or blankets.

How should housekeeping enter the room?

Housekeeping should knock politely before entering the room.

Who helps the guest with city information?

The concierge helps the guest with city information.

Who can book tours, tickets, or transport?

The concierge can book tours, tickets, or transport for the guest.

What special events or surprises can the concierge handle?

The concierge can handle birthdays, anniversaries, or small surprises.

What question can the concierge ask to help the guest?

The concierge can ask: "Would you like me to book a city tour or tickets for you?"

Who serves meals to the guest?

The restaurant or room service staff serve meals to the guest.

What should staff ask in the morning about drinks?

Staff should ask: "Would you like tea or coffee?"

What should staff do after serving the meal?

Staff should clean the table, check the order, and smile.

What question should staff ask to make sure the guest is satisfied?

Staff should ask: "Is everything perfect for you?"

Who checks that all staff are working well?

The manager checks that all staff are working well.

What question should the manager ask the guest during their stay?

The manager should ask: "Is everything to your satisfaction?"

How should the manager handle complaints or problems?

The manager should handle complaints calmly and politely.

What feeling does the guest have when the manager handles everything well?

The guest feels respected, safe, and happy.

Question**Answer**

Who does the check-out at the hotel?

The reception staff does the check-out at the hotel.

What should reception say when the guest leaves?

Reception should say: "Thank you for staying with us. We hope to see you again."

Who carries the luggage to the car at departure?

The bell staff carries the luggage to the car.

What should the driver say when leaving the guest at the airport?

The driver should say: "Thank you and safe travels!"
