

Meeting Summary: Guest Feedback Improvement Plan

Date: [Insert Date]

Attendees: General Manager, Front Office Manager, Housekeeping Manager, Engineering Manager, F&B; Manager, Transportation Supervisor, Pool & Recreation Manager, Guest Relations Manager

Purpose: A guest sent an email after staying at our hotel. The guest had a very good stay, but also wrote about some small problems. The goal of this meeting is to talk about each point and find clear ways to make our service better in the future.

1. Transportation & Airport Pick-up

Guest Feedback: Airport pick-up was very good. Driver was friendly, polite, and on time.

Action Plan:

- Keep the same good service.
- Train drivers every three months to stay friendly and polite.
- Check arrival details carefully before pick-up to make sure everything is correct.
- Ask drivers to give a short welcome greeting to guests to make them feel comfortable.

2. Front Office & Check-in

Guest Feedback: Staff were friendly and explained everything well. Early check-in was not possible, and the guest was tired after a long flight.

Action Plan:

- Try to prepare some rooms earlier if occupancy allows.
- Offer paid early check-in when needed.
- If early check-in is not possible, offer the lounge, pool, or a welcome drink.
- Work with Reservations to identify long flight arrivals.
- Train staff to give kind and helpful answers.

3. Rooms & Maintenance

Guest Feedback: Room was clean and quiet, but the toilet had a problem twice.

Action Plan:

- Engineering: Check toilets, A/C, and lights carefully before check-in.
- Keep a record of repeated problems.
- Fix problems fully, not only temporarily.
- Housekeeping: Check rooms carefully and report problems fast.
- Guest Relations: Follow up with the guest after repair.

4. Pool & Recreation

Guest Feedback: The guest liked the pool and felt relaxed. Staff were friendly.

Action Plan:

- Keep good service at the pool.
- Offer extras like cool towels, water service, or sunscreen help.
- Thank pool staff for good work.

5. Food & Beverage

Guest Feedback: Food was excellent with many choices. Some staff looked tired or not motivated.

Action Plan:

- Give training to staff to stay friendly and active.
- Have short team meetings before each shift.
- Supervisors should check service during meals.
- Thank and reward good staff.

6. Departure

Guest Feedback: Departure was smooth and well organized.

Action Plan:

- Keep the same process.
- Add a small goodbye message or thank-you card.

7. Overall Guest Experience

Guest Feedback: Guest had a very good stay and wants to return. Main problems: no early check-in and toilet repair issue.

Action Plan:

- Fix small problems before they affect guests.
- Focus on early room preparation and technical checks.
- Make waiting more comfortable for guests.
- Keep good communication between departments.
- Log feedback to see improvements.

Conclusion & Next Steps:

All department heads must follow the action points for their team. Guest Relations will watch new guest comments to see if service improves. Our goal is to make every guest feel welcome, comfortable, and happy during their stay. Turning small problems into good solutions can make a big difference.

Next Review Meeting: [Insert Date]