

Category of Complaint	Details & Typical Guest Comments	Why It Matters (Impact on Guest & Hotel)
Cleanliness	• Dirty bathroom: hair in sink, mold in shower, stains on tiles • Bed linens or towels not changed properly • Trash left from previous guest • Dust on furniture or cobwebs in corners • Unpleasant odors: cigarette smell, damp smell, or chemical smell • Dirty windows or floors	• Cleanliness is a basic expectation; lack of it makes guests feel unsafe or disrespected • Strongly affects guest perception of the entire hotel • Often the #1 reason for negative reviews and lost repeat bookings
Noise	• Loud neighbors: parties, snoring, kids running • Hallway noise: staff talking, carts moving • Outside traffic, construction, or street noise • Thin walls or poor soundproofing • Elevator or AC noise disturbing sleep	• Poor sleep quality ruins the guest experience • Guests associate noise with lack of care or poor facilities • Even in luxury hotels, noise complaints can overshadow other positives
Service & Staff Attitude	• Reception staff rude or inattentive • Slow response to requests (extra pillows, room cleaning, repairs) • Staff not knowledgeable about hotel facilities, tours, or local attractions • Lack of smiles, friendliness, or personal attention • Miscommunication due to language barriers	• Guests remember how they were treated more than the facilities • Poor service directly affects loyalty, tips, and online reviews • Good service is key to turning first-time visitors into repeat guests
Room Maintenance & Equipment	• Broken AC or heating system • Poor Wi-Fi or no signal • TV, lights, or appliances not working • Plumbing problems: low water pressure, leaking taps, no hot water • Faulty locks, doors, or windows	• Guests expect everything to function properly; anything broken feels like negligence • Impacts comfort, convenience, and overall satisfaction • Repeated issues can damage brand reputation
Check-in / Check-out Process	• Long waiting times or queues • Room not ready at promised check-in time • Wrong booking details, overbooked rooms • Confusing billing, extra charges, or slow refunds	• First and last impressions are critical; frustration here overshadows a good stay • Affects guest perception of efficiency and professionalism • Can result in immediate complaints or negative reviews online

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Room Allocation / Expectations	- Room smaller or worse than advertised - Poor view (parking lot, alley, construction site) - Wrong bed type (single instead of double) - Noise or location complaints (near elevators, ice machines)	- Guests feel misled or cheated, damaging trust - Expectations vs reality are crucial for satisfaction - Can lead to requests for upgrades, refunds, or bad reviews
Amenities Not Working or Missing	- Pool, gym, or spa closed without notice - No toiletries, towels, or bathrobes - Broken minibar, coffee machine, or hairdryer - Shuttle or transport services not operating	- Amenities are often key reasons for choosing a hotel - Lack of transparency leads to frustration and disappointment - Reduces perceived value for money
Temperature & Climate Control	- AC or heater too weak, loud, or inconsistent - No way to adjust temperature - Rooms too humid or stuffy, poor ventilation	- Comfort and sleep quality are affected - Can lead to complaints even if everything else is perfect - Perception of care and facility quality depends on comfort
Billing & Extra Charges	- Unexpected fees: taxes, resort fees, service charges - Overcharges for minibar, laundry, or room service - Complicated refund or cancellation policies - Confusing invoices	- Guests feel tricked or exploited - Directly affects trust, brand image, and reviews - Transparency is a key factor in repeat bookings and loyalty
