

**NAME** : **Complaint Handling**  
**PURPOSE** : This seminar explores the importance and reasons behind guest complaints and how these complaints can be converted into opportunities by enlightened employees to solve guest problems.  
**CONTENT** : Analyzing guest complaints and the potential financial impacts of the guest complaints will be addressed. The basic tools that can be used to effectively manage guest complaint will be given. The general philosophies of guest complaint handling and the appropriate steps to take will be discussed. Certain Responses to avoid in dealing with a guest complaint will be presented with some role-playing exercises.

**DETAILS OF THE SUBJECT:**

- Analysing Guest Complaints
  - Why do guests complain
  - Financial Analyses of an unhappy guest
- Complaint Management and Problem Solving
  - Understanding the Importance of the Customer
- Complaint Handling
  - General philosophy on complaint handling
  - Right and Wrong Ways to handle guest complaints
  - Our Objective
  - Steps to be Followed:
    - Avoid Conflict
    - Listen
    - Show Sympathy
    - Do not Justify
    - Ask Questions
    - Agree and Take Action
    - Follow-up and Feedback
    - Then Review Your Own Performance
- Moments of Truths:
- Benefits Derived From Guests' Complaints
- Social Skills
  - Communication Basics
  - Eye Contact
  - Voice

**Body Language**

- Non-Spoken Signs And Clues
  - Their Importance
  - Categories of These Non-Spoken Signs
    - Bodily Postures
    - Gestures
    - Face
    - Perfect Concept

**P** polite  
**E** efficient  
**R** respectful  
**F** friendly  
**E** enthusiastic  
**C** cheerful  
**T** tactful

- **ROLE PLAYS** (in front of Digital Video Camera)
  - Dealing with Telephone Complaints
  - Handling Complaints in Person in various situation
  - Enforcing the agreed policies and procedures of the hotel