

Communication with the client after their departure

This communication scenario is intended for multiple participants in the training

Communication with the client does not end with their check-out from the accommodation, and it is necessary to develop it as part of customer relationship management, collecting feedback, and potentially reaching out to customers for repeat visits to the accommodation facility. In occasional cases, communication may also be focused on information related to the guest's stay, such as unpaid portions of the hotel bill, additional charges for unauthorized minibar consumption, or forgotten items in the hotel room.

The model scenario focuses on communication with a client who has forgotten their laptop accessories in their room. The value of the forgotten items exceeds 2000 CZK, and therefore the client is trying to retrieve this equipment.

Scenario goals

- The front office employee improves their verbal skills and is able to respond to random situations and customer requests.
- The front office employee improves their communication with other employees in the accommodation facility.
- The employee enhances their skills in working with Property Management Systems (PMS).
- The employee is capable of finding suitable solutions and effectively communicating them to the client

Main actors

- Front Office staff member.
- Guest who has a telephone request for the Front Office staff member.

Other actors

- The trainer leading the training program also provides feedback on the progress of the educational activity.
- Other participants in the training program can evaluate the progress of the main actors.

Basic Scenario Settings

Front-Office employee is directly at the reception and has a personal computer with access to the Property Management System (PMS) containing information about reservations and the overall status of the accommodation facility. Additionally, they have a telephone and other technical equipment available at the reception. In addition to the technical equipment, they are also equipped with communication standards for interacting with clients and internal communication within the organization. They are familiar with the process of recording and handling lost and found items.

Modified scenarios that can affect its course:

- The front office employee is handling a request from another client and is unable to answer a phone call.
- The client is very aggressive because they cannot reach employees from other departments, making it impossible to resolve the issue.
- The client accuses the front office employee of concealing a found item.

Assignment for the student in the role of Front Office staff member

You work at a lodging facility. During your work, you communicate not only with the guests staying at the facility but also with potential clients interested in accommodation. Similarly, you are prepared to communicate with clients after their departure, addressing any possible uncertainties. When communicating after departure, it is necessary to exercise increased caution regarding the sharing of personal information or details about clients and their stays. You respect the sensitivity of personal data and adhere to basic rules not only in telephone communication. Furthermore, you are familiar with internal procedures related to additional invoicing of fees from clients, as well as the management of losses and found items.

Assignment for the student in the role of the client

You are a customer who stayed at the mentioned lodging facility in the past. During your stay, you used the lodging facility not only for sleeping and dining but also as a mobile office. You extensively utilized your own laptop and other office equipment. Upon departure, you noticed that some of your equipment was left in the hotel room. You realized this after some time had passed, and therefore, you are reaching out to the contact points where the loss might have occurred. Your main goal is to retrieve the missing equipment.

Possible variants - types of clients:

- Client with speech impairment or unclear expression.
- Calm client.
- Impatient client.

Assignment for the evaluator

Other participants in the training of front office staff focus on evaluating the implementation of a given scenario. The evaluation is carried out on a scale from 1 (inadequate performance) to 5 (excellent performance) in the professional aspect of interaction and verbal expression.

The professional aspect is evaluated in the following areas:

- Consistency with standards
- Pro-customer approach
- Promptness
- Sales performance
- Development of interaction (additional inquiries)
- Introduction and conclusion of interaction

Verbal expression

- Optimal pace
- Optimal volume
- Voice work
- Clarity
- Written expression
- Occurrence of parasitic words

The evaluation is carried out in four stages.

- Self-evaluation of the participant in the role of a front office staff member.
- Evaluation by the participant in the role of a customer.
- Evaluation by other participants in the training program.
- Evaluation by the instructor.

Communication with the client after their departure – lost item

Communication scenario for self-study

Defining the context of the communication scenario

The Front Office employee is at the hotel reception and has a PC with internet access and access to the hotel's Property Management System (PMS), which accurately records guest information and room accounts. They also have access to all other necessary technologies, such as a payment terminal, printer, and others. In addition to the standard equipment, the Front Office employee is equipped with customer interaction standards.

The main goal from the client's perspective is to retrieve the forgotten equipment. The Front Office employee strives to maximize customer satisfaction and potentially reach a suitable solution with the client.

Model dialogue

A - The phone rings at the hotel reception.

- "Good afternoon, Hotel Praha, Martin Salaba speaking. How may I assist you?" > B1
- "Good afternoon, how may I assist you?" > B2
- "Good afternoon!" > B2

B1 - "Good afternoon, my name is Roman Novák. I stayed at your hotel earlier this week, and most likely, I left my laptop accessories in my room."

- "Mr. Novák, could I ask you for the date of your stay or any additional details so that I can locate your reservation?" > C
- "Could you please tell me the exact date when you were accommodated in our hotel?" > C

B2 - "Good afternoon, did I reach Hotel Praha?"

- "Yes, you have reached Hotel Praha. How may I assist you?" > B1 or X1
- "I apologize for any confusion, you have reached Hotel Praha. My name is Martin Salaba. How may I assist you?" > B1
- "This is Hotel Praha." > B1 or X1

X1 - The client ends the communication.

C - "I stayed at your hotel from May 14th, 2022, in Room 201."

- "Mr. Novák, please bear with me for a moment while I verify if my colleagues made a note about the forgotten equipment in your reservation." > D1, D2
- "Mr. Novák, I will check if there is a note about the forgotten equipment in your reservation." > D1, D2

D1 - "Thank you for your understanding, I will definitely wait."

- "Mr. Novák, unfortunately, I couldn't find any note about the forgotten equipment in your reservation. We haven't found it, and no one has reported its discovery. Is there anything else I can assist you with?" > X1
- "Mr. Novák, unfortunately, I couldn't find any note about the forgotten equipment in your reservation. However, I can check if it has been stored in our Lost and Found or with our housekeeping staff. Could you please provide more specific details?" > E1
- "Mr. Novák, unfortunately, I couldn't find any note about the forgotten equipment in your reservation. We haven't found it, and no one has reported its discovery. Could you please provide more specific details about this equipment and your contact information so that I can reach you in case it is found?" > E2

D2 - "Thank you for your understanding, I will definitely wait."

- "Mr. Novák, the accessories for your notebook have been found in the room during the cleaning. Would you like to pick them up personally, or would you prefer us to send them to you?" - G1, G2
- "Mr. Novák, the accessories for your notebook have been found in the room during the cleaning. If you would like to pick them up, they will be ready for you at the hotel reception." > G1, G2

E1 - "It was a wireless Lenovo mouse and keyboard with a USB-C connector."

- "Thank you for providing a more specific description. I have noted everything down. Please bear with me for a moment while I verify everything with my colleagues." > F1, F2
- "Thank you, I have noted everything down. I will verify everything with my colleagues. Please give me a moment." > F1, F2

E2 - "It was a wireless Lenovo mouse and keyboard with a USB-C connector. You can contact me at this phone number or via the email provided in my reservation."

- "Mr. Novák, thank you for providing your contact information. Can I assist you with anything else?" - X1
- "Mr. Novák, thank you for providing your contact information. In case your equipment is found, we will contact you via the provided phone number or email. Can I assist you with anything else?" > X1

F1 - "Thank you for your understanding. I believe that one of your colleagues has found it."

- "Mr. Novák, the accessories for your notebook have been found in the room during the cleaning. Would you like to pick them up personally, or would you prefer us to send them to you?" - G1, G2
- "Mr. Novák, the accessories for your notebook have been found in the room during the cleaning. If you would like to pick them up, they will be ready for you at the hotel reception." > G1, G2

F2 - "Thank you for your understanding. I believe that one of your colleagues has found it."

- "Mr. Novák, thank you for your patience. Unfortunately, none of my colleagues have found the mentioned equipment. Could I ask you for preferred contact details in case it is found in the future?" > E2
- "Mr. Novák, unfortunately, we haven't found your equipment. Can I assist you with anything else?" - X1

G1 - "Thank you very much. I'm glad that the accessories have been found. I would like to pick them up at the hotel as I'll be passing by."

- "Great, the items will be prepared for you at the Lost and Found in the hotel lobby." > X2
- "The equipment for you, Mr. Novák, will be ready at the Lost and Found. I've also made a note in your reservation about picking it up. Upon arrival, you can request the adapter from my colleagues at the hotel lobby. Please bring your ID card with you so that we can document the handover." > X2

G2 - "Thank you very much. I'm glad that the equipment has been found. Unfortunately, I won't be able to come to the hotel in the foreseeable future. Would it be possible to send it to me by mail?"

- "Certainly, Mr. Novák, could I ask you for the contact address to which we should send the adapter?" > H
- "Mr. Novák, could I ask you for the contact address to which we should send the adapter? I would also like to inform you that we will send the adapter as cash on delivery, so you will be responsible for the shipping costs." > H

H - "My address is Kupkova 723/9, Prague-Kolovraty."

- "I will pass on the adapter to my colleagues, along with the contact address to which it will be sent. Can I assist you with anything else?" > X2

X2 - "Thank you very much for your assistance and cooperation. Goodbye."

- "Mr. Novák, if you need anything else, feel free to reach out to me or any of my colleagues. Have a great day. Goodbye."
- "Goodbye, Mr. Novák."

Communication with the client after their departure – lost item

Communication scenario for self-study - results

This is a description of a model scenario for communication with a client during their stay, followed by an evaluation using a color-coded system. The evaluation assesses the appropriateness of the responses given by the front office agent/receptionist in the scenario, with the following colour coding:

- **GREEN** indicates a suitable response to the client's request in line with communication standards and best practices for front office work.
- **ORANGE** indicates responses that are acceptable from the client's perspective but could be improved in terms of communication standards. Choosing these responses provides an opportunity for soft skills training to improve service quality.
- **RED** indicates completely inappropriate responses, requiring soft skills or communication standards training.
- **WHITE** or uncoloured options indicate responses that are logical or not specific to front office communication and are therefore neutral.
- **YELLOW** indicates responses that are appropriately worded but could be further developed to include the basics of upselling or cross-selling, representing advanced communication skills.

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D2 - "Thank you for your understanding, I will definitely wait."

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- "Mr. Novák, the accessories for your notebook have been found in the room during the cleaning. If you would like to pick them up, they will be ready for you at the hotel reception." > G1, G2

F2 - "Thank you for your understanding. I believe that one of your colleagues has found it."

- "Mr. Novák, thank you for your patience. Unfortunately, none of my colleagues have found the mentioned equipment. Could I ask you for preferred contact details in case it is found in the future?" > E2
- "Mr. Novák, unfortunately, we haven't found your equipment. Can I assist you with anything else?" - X1

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X2 - "Thank you very much for your assistance and cooperation. Goodbye."

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