

Communication with the customer during their stay - Model scenario 2 – air conditions malfunction

Communication scenario is intended for multiple participants in training.

During the client's stay, there can be numerous interactions with the staff of the Front Office (FO). Throughout the client's stay, it is necessary to pay increased attention to the clients' demands, as fulfilling them to a significant extent increases their satisfaction. Ongoing service and communication with the client also have a preventive character, as it allows for the elimination of minor dissatisfaction without serious impacts on the client's satisfaction.

Within this scenario, two model situations are offered, which can be analogically utilized in addressing a broader range of client demands. This model scenario focuses on resolving an issue with the air conditioning, with the possibility of relocating the client.

Scenario Goals

- The FO staff member improves their verbal skills and is capable of responding to spontaneous situations and client requests.
- The FO staff member enhances their communication with other employees of the accommodation facility.
- The staff member improves their skills in working with Property Management Systems (PMS).
- The staff member is able to find suitable solutions and effectively communicate them to the client.

Main actors

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

Other actors

- Trainer leading the training program, who also provides feedback on the progress of the educational activity.

- Other participants in the training program who can evaluate the progress of the main actors.

Basic Scenario Settings

The Front Office staff member is directly located at the reception and has access to a personal computer with the Property Management System (PMS) containing information about reservations as well as the overall status of the accommodation facility. Additionally, they have access to a telephone and other technical equipment available at the reception. Apart from the technical equipment, the staff member is equipped with communication standards for interacting with clients and internal communication within the organization.

Beyond the basic standards, the FO staff member possesses knowledge about the products and services offered by the accommodation facility. They are also up-to-date with information about the destination in which the accommodation facility is located.

Modification of Model Situations

- The client is dissatisfied with the provided services.
- The client refuses relocation.
- The client requests a refund.
- The client wants to terminate their stay.

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

As a member of the Front Office team in the accommodation facility, your role involves communication not only with the guests staying at the establishment but also with potential clients interested in booking accommodations. Throughout the guest's stay, your aim is not only to maximize customer satisfaction but also to increase revenue through active utilization of cross-selling techniques and upselling additional direct sales. You are prepared to handle crisis situations that may arise during a guest's stay.

Assignment for the student in the role of the client

As a customer, you are staying in a hotel with air-conditioned rooms. You checked in during the summer months and expect the air conditioning to work perfectly. However, on the second day of your stay, the air conditioning in your room stops functioning, making the space uninhabitable. After breakfast, you directly approach the Front Office staff member and confront them with your demand for a solution to the entire situation.

Possible types of clients:

- A client with a speech impediment or unclear expression.
- A calm client.
- An 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 customer during their stay - Model scenario 2 – air conditions malfunction

Communication scenario for self-study

Definition of the communication scenario context

The FO staff member is stationed at the hotel reception and has access to a computer with internet connectivity and the hotel's Property Management System (PMS), which accurately maintains guest records and room accounts. Additionally, they have access to all other necessary technologies, such as a payment terminal, printer, and more. Alongside the standard equipment, the FO staff member is equipped with customer interaction standards.

The primary goal of the FO staff member is to satisfy the needs of the customers. From the customer's perspective, they seek to obtain information about transportation options to their chosen tourist destination in advance.

Model dialogue

A - The guest arrives at the hotel reception.

- "Good day, Mr. Novák. How are you today? How can I assist you?" - B
- "Good day. How may I assist you?" - B
- "... " (the client addresses the FO staff member first) - B

B - *"Good morning. I need help. The air conditioning in my room is not working, and due to the outdoor temperatures, my room is uninhabitable."*

- "Mr. Novák, I apologize for the situation. Could you please tell me when the air conditioning stopped working, or if you noticed anything unusual? I will try to resolve this as quickly as possible." - C
- "I apologize for the situation. When did the air conditioning stop working? Did anything unusual happen?" - C
- "When did the air conditioning stop working? Did anything strange occur?" - C

C - *"Nothing unusual happened. This morning, I tried to adjust the air conditioning, but it didn't respond and remained turned off."*

- "Mr. Novák, thank you for the details. May I ask for your patience? I will contact colleagues from the technical department who will inspect the air

conditioning in your room, and I will coordinate the next steps with them." - D1

- "Alright, I will call the technical department and see what can be done." - D1
- "Mr. Novák, I will contact colleagues from the technical department and arrange for an inspection of the air conditioning in your room." - D1

D - *"Alright, I will wait."*-(The client waits for a response from the FO staff member who contacted the technical department to promptly assess the technical condition of the air conditioning.)

- "Mr. Novák, our colleagues from the technical department will look into it immediately. Can I inform you as soon as I have any information from them? We will then discuss the next steps." - E
- "Our colleagues will take a look at the air conditioning. Once I have more information, we will discuss the next steps."- E
- "Mr. Novák, our colleagues will promptly inspect the air conditioning in your room and check everything. In the meantime, may I offer you a coffee or some light refreshments at our lobby bar? I will inform you as soon as I have more information, and we can discuss the next steps."- F

E - *"Alright, you have my phone number, please let me know when you have more information."* - The client leaves the FO and expects a phone call with information about the air conditioning. The FO staff member records the information about the malfunction in Mr. Novák's reservation. Subsequently, they receive information about the air conditioning inspection - everything is working fine now, as the remote control batteries were replaced, and the entire system functionality was checked.

- "Good morning, Mr. Novák, our colleagues from the technical department have inspected your air conditioning, and it is now fully functional." - G
- "Good morning, Mr. Novák, this is Jaromír Nejedlý from the reception of Hotel International. I'm calling you regarding the inspection of the air conditioning in your room. Our colleagues have checked everything, and the air conditioning is fully functional again." - G
- "Good morning, Mr. Novák, this is Jaromír Nejedlý from the reception of Hotel International. I'm calling you regarding the inspection of the air conditioning in your room. Our colleagues have checked everything, and the air conditioning is fully functional. The issue was with the air conditioning remote control and the settings, which needed to be reset." - G
- "Good morning, I'm calling you about the air conditioning. Our colleagues have inspected everything, and everything is now working as it should." - G

F - *"Thank you very much. I would like to have a coffee and wait until you have more information."* - The FO staff member accompanies the client to the lobby bar and conveys the information to the lobby bar staff. The FO staff member records the information about the malfunction in Mr. Novák's reservation. Subsequently, they receive information about the air conditioning inspection - everything is working fine now, as the remote control batteries were replaced, and the entire system functionality was checked.

- "Mr. Novák, I have just received a message from our colleagues in the technical department who inspected the state of the air conditioning in your room. It is now fully functional. The problem was in the settings, which needed to be reset. Our colleagues also replaced the batteries in the air conditioning remote control. Thank you for your patience, and you can now use your room again." - G
- "Mr. Novák, the air conditioning is now fully functional. Our colleagues adjusted its settings and also checked the remote control. Thank you for your patience. You can now fully utilize your room again." - G
- "Mr. Novák, I have just received a message from our colleagues in the technical department. The air conditioning is now fully functional. Thank you for your patience." - G

G - *"Thank you for the message and checking the air conditioning."*

- "You're welcome, Mr. Novák. If you'd like, I could ask a colleague to show you how to operate the air conditioning without the remote control." - K
- "You're welcome, Mr. Novák. Can I do anything else for you?" - H
- "You're welcome. Will you need anything else?" - H
- "You're welcome, Mr. Novák." - I

H - *"No, thank you for resolving the whole issue."*

- "If you need anything else, feel free to reach out to me or any of my colleagues." - I
- "You're welcome." - I

I - *"Goodbye"*

- "Goodbye, Mr. Novák." - X
- "Goodbye." - X
- "..." - X

K - *"Thank you, that would be kind of you. If I made any mistake, it would probably be better if someone showed me how to properly operate the air conditioning."*

- "Alright, may I ask for your patience? I will contact a colleague and arrange for them to stop by your room." - L

- "Alright, may I ask for your patience? I will contact a colleague and arrange for them to stop by your room. Do you have a preferred time?" - M
- "Alright, I will call colleagues who will stop by your room and show you everything." - L

L - *"Alright, I will be in my room."*

- "Can I do anything else for you, Mr. Novák?" - H
- "Will you need anything else?" - H
- "Alright, I will inform my colleagues." - I

M - *"Thank you, but I will be in my room. I don't have any further plans. It would be ideal if they could stop by promptly."*

- "Mr. Novák, I will call colleagues who will stop by your room promptly. Can I do anything else for you?" - H
- "Mr. Novák, colleagues will stop by your room promptly. In case they couldn't or there are any delays, I will give you a call so as not to unnecessarily hold you up. Can I do anything else for you?" - H
- "Alright, I will coordinate with my colleagues and make sure everything is arranged." - I

X - The client leaves the reception.

Communication with the customer during their stay - Model scenario 2 – air conditions malfunction

Communication scenario for self-study- results

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.

Model dialogue

A - The guest arrives at the hotel reception.

- "Good day, Mr. Novák. How are you today? How can I assist you?" - B
- "Good day. How may I assist you?" - B
- "... " (the client addresses the FO staff member first) - B

B - "Good morning. I need help. The air conditioning in my room is not working, and due to the outdoor temperatures, my room is uninhabitable."

- "Mr. Novák, I apologize for the situation. Could you please tell me when the air conditioning stopped working, or if you noticed anything unusual? I will try to resolve this as quickly as possible." - C
- "I apologize for the situation. When did the air conditioning stop working? Did anything unusual happen?" - C
- "When did the air conditioning stop working? Did anything strange occur?" - C

C - "Nothing unusual happened. This morning, I tried to adjust the air conditioning, but it didn't respond and remained turned off."

- "Mr. Novák, thank you for the details. May I ask for your patience? I will contact colleagues from the technical department who will inspect the air conditioning in your room, and I will coordinate the next steps with them." - D1
- "Alright, I will call the technical department and see what can be done." - D1
- "Mr. Novák, I will contact colleagues from the technical department and arrange for an inspection of the air conditioning in your room." - D1

D - *"Alright, I will wait."* – (The client waits for a response from the FO staff member who contacted the technical department to promptly assess the technical condition of the air conditioning.)

- "Mr. Novák, our colleagues from the technical department will look into it immediately. Can I inform you as soon as I have any information from them? We will then discuss the next steps." – E
- "Mr. Novák, my colleagues will promptly check the air conditioning in your room. May I ask for your patience? Alternatively, can I contact you once we have more information? Then we can discuss the next steps." - E
- "Our colleagues will take a look at the air conditioning. Once I have more information, we will discuss the next steps."- E
- "Mr. Novák, our colleagues will promptly inspect the air conditioning in your room and check everything. In the meantime, may I offer you a coffee or some light refreshments at our lobby bar? I will inform you as soon as I have more information, and we can discuss the next steps."– F

E - *"Alright, you have my phone number, please let me know when you have more information."* - The client leaves the FO and expects a phone call with information about the air conditioning. The FO staff member records the information about the malfunction in Mr. Novák's reservation. Subsequently, they receive information about the air conditioning inspection - everything is working fine now, as the remote control batteries were replaced, and the entire system functionality was checked.

- "Good morning, Mr. Novák, our colleagues from the technical department have inspected your air conditioning, and it is now fully functional." - G
- "Good morning, Mr. Novák, this is Jaromír Nejedlý from the reception of Hotel International. I'm calling you regarding the inspection of the air conditioning in your room. Our colleagues have checked everything, and the air conditioning is fully functional again." - G
- "Good morning, Mr. Novák, this is Jaromír Nejedlý from the reception of Hotel International. I'm calling you regarding the inspection of the air conditioning in your room. Our colleagues have checked everything, and the air conditioning is fully functional. The issue was with the air

conditioning remote control and the settings, which needed to be reset." - G

- "Good morning, I'm calling you about the air conditioning. Our colleagues have inspected everything, and everything is now working as it should." - G

F - *"Thank you very much. I would like to have a coffee and wait until you have more information."* - The FO staff member accompanies the client to the lobby bar and conveys the information to the lobby bar staff. The FO staff member records the information about the malfunction in Mr. Novák's reservation. Subsequently, they receive information about the air conditioning inspection - everything is working fine now, as the remote control batteries were replaced, and the entire system functionality was checked.

- "Mr. Novák, I have just received a message from our colleagues in the technical department who inspected the state of the air conditioning in your room. It is now fully functional. The problem was in the settings, which needed to be reset. Our colleagues also replaced the batteries in the air conditioning remote control. Thank you for your patience, and you can now use your room again." - G
- "Mr. Novák, the air conditioning is now fully functional. Our colleagues adjusted its settings and also checked the remote control. Thank you for your patience. You can now fully utilize your room again." - G
- "Mr. Novák, I have just received a message from our colleagues in the technical department. The air conditioning is now fully functional. Thank you for your patience." - G

G - *"Thank you for the message and checking the air conditioning."*

- "You're welcome, Mr. Novák. If you'd like, I could ask a colleague to show you how to operate the air conditioning without the remote control." - K
- "You're welcome, Mr. Novák. Can I do anything else for you?" - H
- "You're welcome. Will you need anything else?" - H
- "You're welcome, Mr. Novák." - I

H - *"No, thank you for resolving the whole issue."*

- "If you need anything else, feel free to reach out to me or any of my colleagues." - I
- "You're welcome." - I

I - "Goodbye"

- "Goodbye, Mr. Novák." - X
- "Goodbye." - X
- "... " - X

K - *"Thank you, that would be kind of you. If I made any mistake, it would probably be better if someone showed me how to properly operate the air conditioning."*

- "Alright, may I ask for your patience? I will contact a colleague and arrange for them to stop by your room." - L
- "Alright, may I ask for your patience? I will contact a colleague and arrange for them to stop by your room. Do you have a preferred time?" - M
- "Alright, I will call colleagues who will stop by your room and show you everything." - L

L - *"Alright, I will be in my room."*

- "Can I do anything else for you, Mr. Novák?" - H
- "Will you need anything else?" - H
- "Alright, I will inform my colleagues." - I

M - *"Thank you, but I will be in my room. I don't have any further plans. It would be ideal if they could stop by promptly."*

- "Mr. Novák, I will call colleagues who will stop by your room promptly. Can I do anything else for you?" - H
- "Mr. Novák, colleagues will stop by your room promptly. In case they couldn't or there are any delays, I will give you a call so as not to unnecessarily hold you up. Can I do anything else for you?" - H
- "Alright, I will coordinate with my colleagues and make sure everything is arranged." - I

X - The client leaves the reception.