

## Reservation modification before the arrival (in the pre-stay stage)

This communication scenario is intended for multiple participants in the training

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The work at the front office is associated not only with handling physical requests from clients but also with providing information regarding their future stays. In this case, it involves the additional approval and arrangement of an earlier check-in for a client who has a subsequent meeting and wishes to avoid carrying her luggage. Based on the availability of services and hotel occupancy, please offer the client an appropriate procedure that reflects the sales manual and rules.

### Scenario goals

- Improving the quality of communication with clients.
- Enhancing the quality of interaction with clients.
- Improving skills for upselling.
- Enhancing proficiency in working with PMS (Property Management System).

### 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

The front office worker is directly at the reception and has access to a personal computer with the PMS system, which contains information about reservations as well as the overall status of the lodging facility.

Additionally, they have access to a telephone and other technical equipment at the reception. Apart from the technical equipment, they are equipped with communication standards for interacting with clients and internal communication. Furthermore, the front office worker has sufficient information about the services offered and the conditions for their utilization.

At the front office, the telephone is ringing.

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

You are at the hotel reception, and the telephone is ringing. As part of providing additional information to hotel guests, you adhere to rules regarding the disclosure of personal and sensitive data. When engaging in upselling, you communicate with the client about the possibility of utilizing additional services. It is always necessary to reflect the applicable communication standards and their prioritization. It is also advisable to consider the sales manual and rules for selling additional services.

#### Possible variants - alternative situations causing stress:

- The phone rings while you are physically communicating with a client.
- The phone rings during check-in and while working on the computer.
- The phone rings while dealing with a conflict situation with a client.
- The requested services are not available.
- The requested services are not available, and alternative solutions are not possible.

### **Assignment for the student in the role of the client**

You are a customer who is interested in an earlier check-in due to an early arrival to the destination and a subsequent meeting outside the hotel.

#### Possible variants - types of clients:

- You are a VIP client who does not want to pay extra for these services because you have received them as complimentary in the past.
- You are a client who does not want to pay extra for the services.
- You are a calm client who accepts the offered services.

## **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.

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Communication scenario for self-study

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## Defining the context of the communication scenario

A client is calling the accommodation facility and wants to modify their reservation. Based on the availability of services, it is possible to adjust the reservation by extending it, changing the structure of reserved services, or canceling it. It is always necessary to consider the clients' requests and their satisfaction. It is also important to reflect the cancellation policies of the reserved services.

## Model dialogue

A - The phone is ringing at the hotel reception.

- "Good day, Hotel International, speaking, Jan Novák. How can I assist you?" > B1
- "Good day, how can I assist you?" > B2
- "Good day!" > B2

B1 - "Good day, this is Martina Hovorková. I have a reservation with you, and I would like to make some changes to it."

- "Mrs. Hovorková, did you make the reservation under your name?" > C
- "May I ask for your full name and possibly the date on which the reservation was made?" > C

B2 - "Good day, is this Hotel International?"

- "Yes, you have reached Hotel International. How can I assist you?" > B1 or X1
- "I apologize, you have reached Hotel International. My name is Pavel Novák. How can I assist you?" > B1
- "To Hotel International." > B1 or X1

X1 - The client ends the communication.

C - "The reservation is under my name, Martina Hovorková, for 4 nights from April 17, 2022."

- "Thank you, Mrs. Hovorková. Please bear with me for a moment while I locate your reservation in our hotel system." > D
- "Thank you, I will check it right away." > D

D - "I'll wait until you find it."

- "Mrs. Hovorková, thank you for your patience. Just to confirm, is it a reservation for a double room for 2 people, from April 17, 2022, for 4 nights, including breakfast?" > E
- "I found your reservation. What change are you interested in?" > F1, F2, F3

E - "Yes, exactly as you say."

- "How would you like to change your reservation?" > F1, F2, F3

F1 - "I would like to extend my stay by 2 nights."

- "Mrs. Hovorková, we still have available rooms for the following days, so I can extend your stay." > G
- "Mrs. Hovorková, we still have available rooms for the following days, so I can extend your stay. The price for a room per night is 55 EUR, including breakfast for 2 people." > G1, G2
- "Mrs. Hovorková, unfortunately, we don't have any available rooms of the chosen category for that period." > G3
- "Mrs. Hovorková, unfortunately, we don't have any available rooms of your chosen category for that period, but I can offer you a Superior double room at a discounted price of 65 EUR per room per night, including breakfast. The surcharge for the existing stay would be 40 EUR." > G1, G2

F2 - "I would like to shorten my stay by one night."

- "Mrs. Hovorková, the change you requested is possible. Can I then shorten your stay to 3 nights, from April 17, 2022, for two people, including breakfast?" > N1
- "Mrs. Hovorková, the change you requested cannot be made completely free of charge. Based on the cancellation policy, we won't be able to refund a portion of your prepayment. Can I still proceed with the reservation change?" > N1
- "Mrs. Hovorková, the change you requested cannot be made completely free of charge. However, instead of the accommodation value for the mentioned night, I can offer you a voucher for another one of our services." > N1, N2

F3 - "I want to cancel my reservation."

- "Mrs. Hovorková, I have your reservation in front of me and I'm looking at the cancellation policy." > K1, K2

- "Mrs. Hovorková, I kindly ask for your patience as I need to check your cancellation policy." > K1, K2

G - "Great, thank you so much for your help."

- "Mrs. Hovorková, is there anything else I can do for you?" - J1, J2
- "Mrs. Hovorková, a confirmation of the reservation change will be sent to your provided email address. In this confirmation, there will also be a link that needs to be confirmed/approved for the change. Is there anything else I can do for you?" - J1, J2

G1 - "Great, the price won't be a problem, as long as we don't have to move."

- "A confirmation of the made change, including the details of your stay, will be sent to your provided email address, m.hovorkova@mail.cz." > H2
  - "A confirmation of the adjusted reservation will be sent to your original email address." > H2
- "I have made the reservation change in our system." > H2

G2 - "The price during the reservation was significantly lower. Under these conditions, I'm not interested in extending."

- "Mrs. Hovorková, I can offer you a more advantageous price of 60 EUR per room per night. Unfortunately, I cannot provide a higher discount." > G1, F1
- "Mrs. Hovorková, I'm sorry, but I cannot offer you a lower price for the given stay." > H1, F1

G3 - "Do you have any other available rooms?"

- "I could offer you accommodation in a Superior Double Room at a discounted price of 65 EUR per room per night, including breakfast. The surcharge for the current stay is 40 EUR." > G1, G2
- "Unfortunately, we don't have any available rooms for the given dates." > H1, F1

H1 - "In that case, I will keep the original reservation."

- "Mrs. Hovorková, can I offer you any of our other services during your stay? During your chosen dates, we will have a new menu in our restaurant. I could make a table reservation for you. Additionally, I could also offer you our wellness services since you'll be staying with us for an extended period." > I, J1, J2
- "Mrs. Hovorková, is there anything else I can do for you?" - J1, J2

H2 - "Alright, let's make this change then."

- "Mrs. Hovorková, can I offer you any of our other services during your stay? During your chosen dates, we will have a new menu in

our restaurant. I could make a table reservation for you. Additionally, I could also offer you our wellness services since you'll be staying with us for an extended period." > I, J1, J2

- "Mrs. Hovorková, is there anything else I can do for you?" - J1, J2

I1 - "I would like to make a table reservation in your restaurant for the day of arrival at 19:00 for 4 people."

- "I have noted your request and made a reservation for you in our restaurant. If you need anything else, additional information, or if you want to reserve any of our other services, don't hesitate to reach out to me or any of my colleagues." > X2
- "I have made the table reservation for you. A confirmation email will be sent to you. If you need to cancel your reservation, it's best to do so at least one day in advance. If you need anything else, I'm fully available and don't hesitate to contact me." > X2

J1 - "Thank you, I don't need anything else."

- "If you need anything, don't hesitate to reach out to me or any of my colleagues. We're more than happy to accommodate your requests or answer any questions." > X2
- "Alright." > X2

J2 - "Would it be possible to arrange a late check-in with you, let's say after 8:00 PM?"

- "Mrs. Hovorková, I have noted your request for a late check-in with your reservation, and my colleagues will be aware of it. We will assume that you will arrive around 8:00 PM. If you need anything else, additional information, or if you want to reserve any of our other services, don't hesitate to reach out to me or any of my colleagues." > X2

J3 - "Thank you, but I don't need anything else."

- "If you need anything, don't hesitate to reach out to me or any of my colleagues. We're more than happy to accommodate your requests or answer any questions." > X3
- "Alright." > X3

K1 - "I will wait for you to check the cancellation policy."

- "Mrs. Hovorková, your reservation can be canceled. May I ask for the reason for canceling your stay?" > L1
- "Mrs. Hovorková, I have canceled your reservation in our system. Is there anything else I can do for you?" > J3

K2 - "I will wait for you to check the cancellation conditions."

- "Ms. Hovorková, unfortunately, you have booked a non-refundable stay that has already been prepaid. I cannot cancel your stay free of charge." > L2, L3
- "Ms. Hovorková, I cannot cancel your stay free of charge in relation to the cancellation conditions." > L2, L3

L1 - "Unfortunately, I have fallen ill and will not be able to come during this period."

- "Thank you, Ms. Hovorková. You will receive a confirmation of the reservation cancellation by email within a few hours. As the reservation was prepaid, the deposit will be refunded to your account within 2 working days from the account it was paid from. Can I assist you with anything else?" > J3
- "Thank you, Ms. Hovorková. You will receive a confirmation of the reservation cancellation by email within a few hours. As the reservation was guaranteed by authorization on your payment card, it will be canceled in the following working days. Can I assist you with anything else?" > J3
- "Thank you, Ms. Hovorková. Do you need anything else?" > J3

L2 - "I didn't choose to be sick. It seems unfair that I would lose my money when I'm sick and have to stay at home in quarantine."

- "Ms. Hovorková, unfortunately, I cannot refund your payment, but I can offer you a voucher worth the value of your reservation, which you will be able to use at our accommodation facility in the following year." > M1
- "Ms. Hovorková, unfortunately, I will not be able to refund the amount of your reservation." > H1, M1, X1

L3 - "Yes, please cancel my reservation."

- "Based on the mentioned cancellation policy, I will cancel your reservation in our system. You will receive a confirmation of the change within the next few hours." > X3
- "I have canceled your reservation in our system. You will receive a confirmation of the cancellation of your reservation in the next hours. Is there anything else I can do for you?" > J3

M1 - "Thank you for this solution; I will definitely use the voucher in the future. I'm glad I didn't lose all of my money."

- "I have canceled your reservation for a stay from April 17, 2022, for 2 people, including breakfast, in our system. We will refund the prepaid amount to you in the form of a voucher, which will be sent to your email along with the details of the canceled reservation. Can I assist you with anything else, Mrs. Hovorková?" > J3



- "The voucher will be sent to your email in the following days. Is there anything else I can do for you?" > J3

M2 - "What's the use of a voucher if I don't know when I will be able to visit Prague again?"

- "Mrs. Hovorková, unfortunately, according to the accepted terms and conditions, we cannot refund your payment. You can keep your reservation or we can refund its value in the form of the mentioned voucher." > H1, M1, X1
- "Mrs. Hovorková, unfortunately, there is nothing more I can do for you." > H1, X1

N1 - "Exactly, as you say, that will be fine."

- "Thank you for confirming this change based on the accepted terms and conditions. Confirmation of the mentioned change will be sent to your email m.hovorkovat@mail.cz within the next few hours. Is there anything else I can do for you?" > J1, J2

N2 - "Thank you for this solution; I will definitely use the voucher in the future. I'm glad I didn't lose all of my money."

- "Thank you for confirming this change based on the accepted terms and conditions. Confirmation of the mentioned change will be sent to your email m.hovorkovat@mail.cz within the next few hours. The voucher, along with its terms of use, will be sent to you along with the confirmation of the reservation change. Can I assist you with anything else?" > J1, J2

X2 - "Thank you for your help, goodbye."

- "Goodbye, Mrs. Hovorková. We look forward to seeing you at our hotel."

X3 - "Thank you for your help, goodbye."

- "Goodbye, Mrs. Hovorková."

## Reservation modification before the arrival (in the pre-stay stage)

Communication scenario for self-study - results

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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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D - "I'll wait until you find it."

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G - "Great, thank you so much for your help."

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H1 - "In that case, I will keep the original reservation."

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I1 - "I would like to make a table reservation in your restaurant for the day of arrival at 19:00 for 4 people."

- "I have noted your request and made a reservation for you in our restaurant. If you need anything else, additional information, or if you want to reserve any of our other services, don't hesitate to reach out to me or any of my colleagues." > X2
- "I have made the table reservation for you. A confirmation email will be sent to you. If you need to cancel your reservation, it's best to do so at least one day in advance. If you need anything else, I'm fully available and don't hesitate to contact me." > X2

J1 - "Thank you, I don't need anything else."

- "If you need anything, don't hesitate to reach out to me or any of my colleagues. We're more than happy to accommodate your requests or answer any questions." > X2
- "Alright." > X2

J2 - "Would it be possible to arrange a late check-in with you, let's say after 8:00 PM?"

- "Mrs. Hovorková, I have noted your request for a late check-in with your reservation, and my colleagues will be aware of it. We will assume that you will arrive around 8:00 PM. If you need anything else, additional information, or if you want to reserve any of our other services, don't hesitate to reach out to me or any of my colleagues." > X2

J3 - "Thank you, but I don't need anything else."

- "If you need anything, don't hesitate to reach out to me or any of my colleagues. We're more than happy to accommodate your requests or answer any questions." > X3
- "Alright." > X3

K1 - "I will wait for you to check the cancellation policy."

- "Mrs. Hovorková, your reservation can be canceled. May I ask for the reason for canceling your stay?" > L1
- "Mrs. Hovorková, I have canceled your reservation in our system. Is there anything else I can do for you?" > J3

K2 - "I will wait for you to check the cancellation conditions."

- "Ms. Hovorková, unfortunately, you have booked a non-refundable stay that has already been prepaid. I cannot cancel your stay free of charge." > L2, L3
- "Ms. Hovorková, I cannot cancel your stay free of charge in relation to the cancellation conditions." > L2, L3

L1 - "Unfortunately, I have fallen ill and will not be able to come during this period."

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L2 - "I didn't choose to be sick. It seems unfair that I would lose my money when I'm sick and have to stay at home in quarantine."

- "Ms. Hovorková, unfortunately, I cannot refund your payment, but I can offer you a voucher worth the value of your reservation, which you will be able to use at our accommodation facility in the following year." > M1
- "Ms. Hovorková, unfortunately, I will not be able to refund the amount of your reservation." > H1, M1, X1

L3 - "Yes, please cancel my reservation."

- "Based on the mentioned cancellation policy, I will cancel your reservation in our system. You will receive a confirmation of the change within the next few hours." > X3

- "I have canceled your reservation in our system. You will receive a confirmation of the cancellation of your reservation in the next hours. Is there anything else I can do for you?" > J3

M1 - "Thank you for this solution; I will definitely use the voucher in the future. I'm glad I didn't lose all of my money."

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M2 - "What's the use of a voucher if I don't know when I will be able to visit Prague again?"

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- "Mrs. Hovorková, unfortunately, there is nothing more I can do for you." > H1, X1

N1 - "Exactly, as you say, that will be fine."

- "Thank you for confirming this change based on the accepted terms and conditions. Confirmation of the mentioned change will be sent to your email m.hovorkovat@mail.cz within the next few hours. Is there anything else I can do for you?" > J1, J2

N2 - "Thank you for this solution; I will definitely use the voucher in the future. I'm glad I didn't lose all of my money."

- "Thank you for confirming this change based on the accepted terms and conditions. Confirmation of the mentioned change will be sent to your email m.hovorkovat@mail.cz within the next few hours. The voucher, along with its terms of use, will be sent to you along with the confirmation of the reservation change. Can I assist you with anything else?" > J1, J2

X2 - "Thank you for your help, goodbye."

- "Goodbye, Mrs. Hovorková. We look forward to seeing you at our hotel."

X3 - "Thank you for your help, goodbye."

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