

# IO 1 – Standard Operating Procedures

## SOP 10 – During stay problem solving – Air Conditioning malfunction

	<h3>“SOP 10 – During stay problem solving – Air Conditioning malfunction.”</h3>
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<p><b>Introduction</b></p> <p>During the stay, the customers request many services and products, but they deal with specific issues and problems several times. For example, even though the maintenance of the building and its equipment is done continuously, there might be situations when some parts of the equipment are not working properly. For example, the air conditioning is not working in this situation, and the front desk agent must solve the situation.</p>	
<p><b>Purpose</b></p> <p>To solve the problem based on the predefined procedure and list of possible solutions that are fixing the air conditioning, moving the client, refunding the client, or asking the client for patience and acceptance of the current situation.</p>	
<p><b>Procedure</b></p> <p>The problem-solving procedure starts with the client requesting an air conditioning check-up.</p> <ol style="list-style-type: none"> <li>1. <b>The client accesses the front desk.</b> Be sure to welcome the guest and start the conversation in the first person. <i>“Good morning, Mr Novak; how can I help you?”</i></li> <li>2. <b>The client states</b> the issue of air conditioning malfunction.</li> <li>3. <b>Apologize for the inconvenience caused.</b> <i>“Mr Novak, I am sorry for such an inconvenience.”</i></li> <li>4. <b>Ask the client for patience and inform him/her about the upcoming activities. For example,</b> <i>“May I ask you for a minute? Then, I will inform our maintenance about the situation and ask them for a check-up of the air-conditioning.”</i> Be sure to inform the maintenance team not to enter the room without the client's permission or physical evidence.</li> <li>5. <b>Create the ticket in the PMS and inform the maintenance team</b> about the need for the air conditioning check-up. If the maintenance team is unavailable, offer a client café or small refreshment for the waiting period.</li> </ol>	

6. **Wait for the result of the check-up** and inform the client. (Check the unstandardized situations in the critical points).
7. **Thanks to the client for their patience.** Give the client additional information about the activities that had been made. If the air conditioning needs more maintenance, ask the client for patience and directly propose to the client the upcoming steps that would be accepted.
8. **As the client for further inquiries.**

#### **Critical points and unstandardized situations**

During this procedure, the following critical situations can be faced.

- **The air conditioning was working**, but the client could not control it. In this case, give the client proper instructions or propose in-room guidance for using the air conditioning.
- **The air conditioning was not working and was repaired.** This situation was presented in the standard above. Be sure to share all the details about the maintenance and further steps.
- **The air conditioning was not working and might not be repaired at this time (will need a check-up from the supplier).** Inform the client about the current situation and propose further steps. The client might receive a refund for the inconvenience caused. If not accepted, the client should be moved to another room (if possible).