

	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Complaint Handling</b>	<i>CODE:</i> 03.05.059
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### **Policy & Procedure:**

Equipment, tables and chairs are only tools to help achieve the Hotels Standards of Service. There will always be disappointments, arguments, dissatisfaction, compliments and complaints that will arise when dealing with colleagues and guests.

### **Conflict with Colleagues**

- Always remember you are part of a team.
- Treat fellow colleagues, as you would wish to be treated.
- Remember everyone is entitled to their opinion.
- Always adhere to the Hotels rules and regulations.
- Never disagree in front of customers, always keep quarrels private.
- Accept criticism as a constructive and necessary part of your job.
- Remember 'Compliment in Public, criticize privately'
- If the situation cannot be resolved, then the direct Supervisor and Department Head.
- Always remain calm, base decisions on evidence not opinions.
- If conflict persists Personnel Department should be involved.

### **Complaints from Guests**

- Be patient and polite.
- Listen to the guest's complaint.
- Repeat the complaint.
- Apologise and offer a solution.
- Inform your Supervisor
- Own the complaint and try to deal with it.
- Always apologise to the guest.
- Try to solve the problem or supply an answer.