

	<b>RESOURCE LIBRARY - LAUNDRY</b> <b>Task: Complaint Handling</b>	<b>CODE:</b> 03.06.035
		<b>EDIT/ON:</b> 1
		<b>PAGE</b> 1 of 2

**OBJECTIVE:** To deal with complaints in a professional manner and to offer the best resolution to the complaint.

**PROCEDURE:**

What	How	Why
1. Be patient and polite	The guest should be put at ease.	To ensure guest is placed at ease
2. Listen	It is very important to LISTEN to the guest complaint and actually hear what they are saying. Do not interrupt the guest allow them to finish before asking questions.	In order to deal with the complaint
3. Repeat the complaint	Repeat the problem to the guest, ensuring all details are clarified and that accurate information has been provided.	To assure the guest that we have understood the problem.
4. Apologize to the guest	Always offer an apology for the inconvenience caused by the problem.	To appease the guest.
5. Try to solve the complaint	Offer a solution or an answer to the problem if this is possible, if not apologize and seek advice from a Supervisor.	To own the complaint
6. Inform Supervisor	Always inform your Supervisor of any complaint that has been made by a guest. If you have dealt with the problem inform them also of the solution and the guests feedback.	For follow up
7. Unable to resolve the complaint	Inform your Supervisor/Department Head immediately that there is a complaint and allow them to handle the situation. Offer an apology to the guest and inform them that a member of management will deal with the complaint.	To avoid delays and miscommunication

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		<i>EDIT/ON:</i> 1
		<i>PAGE</i> 2 of 2

8. Own the complaint	Take control of the complaint and try to deal with it and find a solution.	For guests to feel we all care
9. Follow up	Always follow up with guests to ensure that they are satisfied with the solution that has been offered.	To ensure the guest leaves happy.
10. Record	A record should be made of all 'Guest Comments' and Executive Housekeeper informed of all complaints, solutions given and areas to be followed up.	Follow up procedures
11. Make sure Guest is satisfied	Always ensure that the guest leaves with a positive attitude towards the Hotel and is happy with the solutions offered to them.	Reputation