

You arrived at the hotel last night at 11 pm. You had no dinner but were too tired to order anything at the hotel.

It is 7 am now and you have been waiting for your room service breakfast for 30 minutes. You are in a hurry and have to leave in 10 minutes.

You call room service to complain.

Your secret: You will accept a take away breakfast if offered since you are simply hungry and have an important meeting ahead of you.

You are jet lagged and wake up very early in your hotel room and want to take a hot bath. The hot water is not working even though you leave the tap running for quite a while.

You opt for a (cold) shower.

Later, at the Front Desk the supervisor asks how you slept. You mention the incident.

Your secret: You are not looking for a freebie and will be perfectly happy if the hotel get's the issue fixed.

You are organizing an important board meeting.

It is 4 pm when you arrive at the hotel after a 12h flight and 6h time difference.

You have a finalization meeting with your CEO in 30 minutes.

Your room is not ready yet.

Your secret: You will be happy to freshen up in the spa or in an out of order room since your main objective is to be fresh and presentable for your boss.

You have invited friends to the hotel restaurant to celebrate your birthday.

You order a steak medium which arrives well-done. All the other dishes are fine and your guests are ready to begin their meal.

You quietly complain to the waiter.

Your secret: You will take another (quick) dish if offered. It is most important to you to share the meal with your guests.

<p>You are in front of the hotel. You and your limo are ready to leave.</p> <p>You are still on time, however your luggage that was supposed to be picked up from your room is still not there.</p> <p>You mention this to a uniformed employee (F&B server).</p> <p>Your secret: If they offer to get the concierge for you or refer to another department you will get very angry! Your main objective is to get to the airport with enough time to buy some gifts for your family.</p>	<p>You are in Bangkok on business and looking forward to a quick breakfast before rushing out for a fair.</p> <p>The Brasserie is very busy and there is no one at the door. Finally, a hostess arrives and tells you that there is no table available and that you will have to wait.</p> <p>You turn around, angry and meet a manager (suit) who asks how you are. You tell them what has just happened to you.</p> <p>Your secret: It's not about breakfast (you are actually on a diet) and you will grab a coffee in the mall on the way to the sky train. What bothered you was the attitude of the employee.</p>
<p>You arrive back at the hotel after sightseeing and want to take a nap and freshen up before dinner. It is 4pm and your room has not been serviced yet.</p> <p>You call the Front Office to complain.</p> <p>Your secret: You will accept a 30 minute massage and rest in the spa if offered.</p>	<p>You are having dinner in the Brasserie Europa before attending a cultural event at 8.30. You have finished your appetizer and have been waiting 25 minutes now for your main course. It is 7.45 pm and you have max. 10 minutes before you have to leave to be on time.</p> <p>You explain to the waiter that you will not have time to enjoy your meal, cancel the main course and ask for the check.</p> <p>Your secret: You are staying in the hotel and plan on returning after the event around 10.30 pm. You are mostly up-set because the nice dinner was spoiled and you and your friend are in a rush now.</p>