

Back-to-Basics Complaint Handling

Your personal workbook!



INNARCHIVE.COM - BACK TO BASICS

COMPLAINT HANDLING




1. Some information on the Workbooks

As part of the Back-to-Basics – Complaint Handling Training, this workbook should help you take your own personal comments and notes. You should keep this workbook in your own file and whenever needed, refer back to the workbook and its content.

The workbook includes some of the information covered on the PowerPoint slides; here you will find that in some cases information has been deliberately left out, here it is important that you complete these missing pieces of information from the detail on the PowerPoint used by the Trainer.







Space has also been left for you to take your own notes – This is important as you will experience many discussions and feedback sessions in the course of the training which will deliver you important information that you will be able to use back at your workplace – The added advantage.... It has been proven that if you write something down you will tend to remember it!

Finally, at the end you will find your own personal action plan, your Trainer will give you time at the end of the session to think about a personal call of action – what are the key points of the training you intend to put into practice when you return back to work... remember in the wise words of an old Chinese saying:

 I hear	I forget
 I see	I remember
 I do	I understand

The action plan is all about doing. Your Trainer can assist you here if you have questions!

2. Objectives – By the end of the training

-  Calculate the life time value of a guest
-  Identify ways to prevent complaints from escalating
-  Demonstrate effective steps for handling a complaint
-  List do's and don'ts
-  List possible solutions to the 3 most complaint issues
-  Feel good about complaints



Space for your own notes:

3. Your complaint story



4. Benefits of guest feedback

Space for your own notes:



5. Life time value

Space for your calculation:



This is the life time value of the guest:

6. Did you know?

Space for your own notes:

7. Comment vs. Complaint ❁

Space for your own notes:

8. Prevention & Signs ❁

Space for your own notes:



9. Re-cap - What are the key points you retained so far? ❁

Space for your own notes:

10. The Process - LOYAL 

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11. Don'ts and Do's 

Space for your own notes:

Don'ts	Do's

