

Practical Adaptive Skill Workshop

Practice responding to unexpected guest requests, emphasizing flexibility and promoting guest satisfaction

- Pair up with a colleague.
- Practice role-playing all of the scenarios



The Overbooked Room

Handling guest dissatisfaction professionally

An unexpected overbooking can create stressful situations for both guests and staff. Effective communication and prompt solutions are vital to maintaining guest satisfaction in these scenarios.



Last-Minute Dietary Request

Effective Response to Allergy Concerns

This scenario highlights the importance of swift actions and empathetic communication when addressing urgent dietary requests. Staff must prioritize guest safety and satisfaction, ensuring a positive dining experience.



Early Check-Out Process

Efficiently managing guests' urgent departure requests

Handling early check-outs smoothly is crucial for guest satisfaction. Staff must balance efficiency with a calm demeanor, ensuring the traveler feels valued and their needs are met promptly.



Unexpected Venue Change

Coordinating Alternatives in Real Time

In this scenario, the event organizer faces an unexpected venue change, necessitating swift action and communication. Staff must provide immediate alternatives to maintain event continuity and alleviate stress.



Notes to Participants

Coordinating Alternatives in Real Time

- Focus on using positive, reassuring language and creative solutions.
- After each role-play, discuss with partner what strategies worked well and what could be improved.
- Highlight the importance of maintaining a calm and professional demeanor to enhance guest trust and satisfaction.

By engaging in these scenarios, you will develop the confidence and skills necessary to adapt to a variety of challenging situations, ultimately enhancing the guest experience.