

COMMUNICATION MASTERY FOR ADAPTABILITY

Role-playing scenarios



Scenario 1: Guest Requests a Late Check-Out

Roles:
Guest
Host (Front Desk)
Observer

Objective:
To handle a guest request for a late check-out politely and efficiently, balancing guest satisfaction with hotel policy.

- Key Points to Address:**
- Acknowledge and empathize with the guest's request.
 - Clearly explain the hotel's policy on late check-outs.
 - Offer alternative solutions (e.g., luggage storage, access to hotel facilities).
 - If a late check-out is possible, clearly communicate any associated fees.
 - Maintain a positive and helpful attitude throughout the interaction.

Scenario 2: Hotel Room Not Ready on Arrival

Roles:
Guest
Host (Front Desk)
Observer

Objective:
To manage a guest's frustration when their room is not ready upon arrival, ensuring guest satisfaction.

- Key Points to Address:**
- Offer a sincere apology for the inconvenience.
 - Explain the reason for the delay transparently (if known).
 - Provide a realistic estimate of when the room will be ready.
 - Offer complimentary services or amenities (e.g., a drink, access to the lounge) while the guest waits.
 - Proactively communicate updates on the room's status.
 - If possible, offer an alternative room or compensation.

Scenario 3: Unexpected Pool Closure During Guest Stay

Roles:
Guest
Host (Recreation Staff/Front Desk)
Observer

Objective:
To effectively communicate an unexpected pool closure to guests, minimizing dissatisfaction.

- Key Points to Address:**
- Immediately inform guests about the pool closure and the reason for it.
 - Express sincere apologies for the disruption to their stay.
 - If possible, provide an estimated timeframe for the pool's reopening.
 - Offer alternative recreational activities or options (e.g., access to a nearby pool, discounts on spa services).
 - Be prepared to answer questions and address concerns patiently.
 - Consider offering a partial refund or credit for future stays, depending on the duration of the closure.

Group Insights: Reflect and Discuss

After performing the scenario, share and discuss your thoughts about the techniques used in the role-play, such as tone of voice, body language, and reassurance. Complete the Groups Insights form and submit it to your team leader or supervisor.