

Hotel Complaints

Hotel Complaints

The following cards provide scenarios for role play/improvisation in the classroom. Each card provides a scenario for a guest making a complaint in a hotel. The role play could involve just the guest and the hotel receptionist. It could be further developed by including a companion with the guest (eg. a friend, mother, partner, child, work companion etc.) and/or a hotel manager.

There are cards at the end of the resource pack for pupils to randomly select who they will be in the improvisation. If four pupils are taking part, the teacher presents the pupils with the cards upside down and they select a card to decide on their character. If the pupil is selected to be the guest, for example, they can decide if they are a mother, a celebrity, a child, an elderly person etc.

The pupils could prepare the improvisation in advance to start, but as they become more proficient, they could then make it up “on the spot”.

The improvisations don't really need any special equipment or props – you can “make do” with a pupil's table for the reception counter and just use items in the classroom as part of the guest complaints.

The emphasis should be on the scenario being as close to reality as possible. Pupils need to be reminded that you want to hear them speak as they act out the scenario, so it will not work if they laugh their way through the improvisation. The aim of the improvisation should be on fluency of speech, conviction of the argument and the ability to “think on your feet” in reacting to the other person.

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ADDRESSING A COMPLAINT

These improvisations give pupils an opportunity to experience conflict resolution through role play. Making a complaint in a hotel is commonplace but there are many things to take into consideration:

- Is the guest always right?
- Is the guest always entitled to an upgrade and/or a refund?
- Is the guest being unreasonable, given that hotels can be very busy places?
- Is it OK for the guest to be rude in making their complaint?
- How does the receptionist react if the guest is being rude?
- The hotel is the receptionist's workplace so they should be able to do their job without being verbally abused
- Should the receptionist take responsibility for the complaint and apologise on behalf of the hotel?
- How should the receptionist seek to resolve the complaint?
- Should the guest suggest a resolution?
- What is the hotel's policy in dealing with complaints? Does the receptionist deal with them or always get a manager to deal with the complaint? Is a record kept of the complaint?
- How does the receptionist make the guest feel that they have been listened to and have had their complaint addressed?
- How does the receptionist/manager make sure that the guest leaves the hotel, satisfied that their complaint is resolved so that they will remain a customer of the hotel in the future?

Hotel Complaints

1



The guest is complaining that the room they booked is not yet ready.

Hotel Complaints

2



The guest is complaining that the hotel restaurant is closed.

Hotel Complaints

3



The guest is complaining that they couldn't sleep because of the noise from the next room.

Hotel Complaints

4



The guest is complaining that their room is too small and cramped.

Hotel Complaints

5



The guest is complaining that their room doesn't have a sea view.

Hotel Complaints

6



The guest is complaining that their room has not been cleaned properly.

Hotel Complaints

7



The guest is complaining that the TV is not working or that there's only two channels available.

Hotel Complaints

8



The guest is complaining that they have been billed for room service that they did not order.

Hotel Complaints

9



The guest is complaining that they were awoken in the middle of the night by someone banging on their door.

Hotel Complaints

10



The guest is complaining that the hotel is not as near the beach as it claimed on the website.

Hotel Complaints

11



The guest is complaining that the hotel is charging a different price than when it was booked.

Hotel Complaints

12



The guest is complaining that the hotel swimming pool is out of order.

Hotel Complaints

13



The guest is complaining that there is no night entertainment for the kids in the hotel.

Hotel Complaints

14



The guest is complaining that the hotel maid refused to change the towels.

Hotel Complaints

15



The guest is complaining that breakfast is not included in the room price.

Hotel Complaints

16



The guest is complaining that the room smells of smoke and that they booked a non-smoking room.

Hotel Complaints

17



The guest is complaining that the hotel wants to charge a fee for WiFi connection.

Hotel Complaints

18



The guest is complaining that there is no adjoining room available for the kids even though this had been booked.

Hotel Complaints

19



The guest is complaining that there is no room upgrade available.

Hotel Complaints

20



The guest is complaining that there is no hot water in the bathroom.

Guest

Companion

Receptionist

Manager