



CHOOSE YOUR ADVENTURE



DIRECTIONS

Select Your Adventure:

Begin by choosing a 'Choose Your Adventure' card and a 'Problem Scenario' card. This card will reveal the type of guest you're interacting with, and the level of their dissatisfaction related to the problem outlined on the scenario card.

Understand the Scenario:

Carefully read the scenario card provided. This will describe the issue the guest is facing. Take a moment to fully understand the situation and the guest's perspective.

Use the Service Recover Matrix to Map It:

Using the Service Recover Matrix, map the problem and formulate a resolution that addresses the guest's concerns. Your goal is to not only resolve the issue but to exceed the guest's expectations in a manner that reflects your brand's values.

Resolve and Reflect:

After resolving the problem, engage in a discussion with your team. Reflect on the situation and explore ways to prevent similar issues in the future. Consider what steps could be taken to enhance the guest experience and ensure that such problems are less likely to occur again. Make sure to identify if we are solving the problem or just providing compensation.

Collaborate and Innovate:

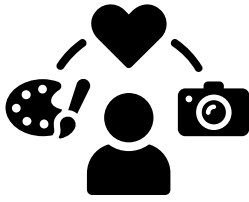
Share ideas and collaborate with your team to identify any gaps in current processes. Innovate solutions that can be implemented to prevent recurring issues and enhance overall guest satisfaction.



CHOOSE YOUR ADVENTURE

THE WISE PINEAPPLE

TYPE OF GUEST



LEISURE



CHOOSE YOUR ADVENTURE

THE WISE PINEAPPLE

TYPE OF GUEST



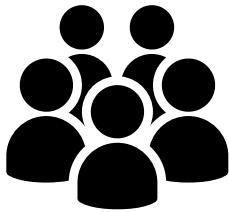
BUSINESS



CHOOSE YOUR ADVENTURE

THE WISE PINEAPPLE

TYPE OF GUEST



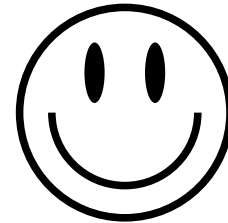
GROUP



CHOOSE YOUR ADVENTURE

THE WISE PINEAPPLE

LEVEL OF SEVERITY



The guest is happy. They are just informing you so it can be corrected.



CHOOSE YOUR ADVENTURE

THE WISE PINEAPPLE

LEVEL OF SEVERITY



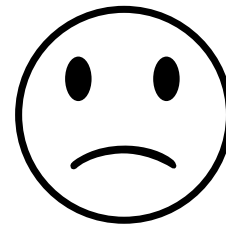
The guest is very upset, and we have a significant chance of losing their loyalty forever.



CHOOSE YOUR ADVENTURE

THE WISE PINEAPPLE

LEVEL OF SEVERITY



The guest is disappointed and inconvenienced, and they are seeking a resolution.



**CHOOSE
YOUR ADVENTURE**

THE WISE
PINEAPPLE

TYPE OF GUEST



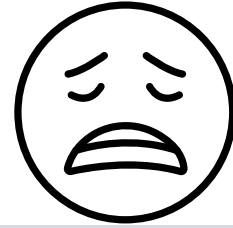
The guest is very upset, and we have a significant chance of losing their loyalty forever.



**CHOOSE
YOUR ADVENTURE**

THE WISE
PINEAPPLE

TYPE OF GUEST



Guest is overwhelming disappointed about something out of our control.



PROBLEM SCENARIO CARDS



PROBLEM

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



THE ROOM ISN'T CLEAN

Guest checks in at 6 pm. Hair in the shower. They are tired and grossed out.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



WRONG ROOM TYPE

Booked two queens. Only king available. Family of four.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



KEY KEEPS FAILING

Guest has returned three times. Now embarrassed and angry.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



TV WON'T CONNECT TO GAME

Teen is upset, dad frustrated after a long drive.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



BREAKFAST IS GONE

At 9:40 most items are empty. Guest paid for breakfast rate.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



BILLING SURPRISE

Parking charge they didn't expect. Tone is firm but polite.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



ANNIVERSARY EXPECTATIONS

They mentioned anniversary in notes. Nothing special happened.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



NOISE ABOVE THE ROOM

Kids running upstairs at 10:30 pm.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



LATE STAYOVER REQUEST

Guest wants service at 4 pm after sign was on all day.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



MISSING PILLOW TYPE

Medical need for feather-free room wasn't honored.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



TOWEL SHORTAGE

Family of five with only two towels.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



MAKEUP STAIN ON SHEETS

Guest worried they'll be charged.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



AC NOT COOLING

It's 90 degrees. Guest has a baby.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



TOILET OVERFLOW

Guest embarrassed and angry at same time.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



DOOR WON'T LOCK

Solo traveler feels unsafe.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



COLD BREAKFAST SANDWICH

Rushed business traveler.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



ALLERGY CONCERN

Server unsure about ingredients.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



LONG WAIT TIME

Only one cook showed up.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



LOST STUFFED ANIMAL

Child inconsolable at bedtime.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



POOL CLOSED

Reason they chose the hotel.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



SPORTS TEAM CHAOS

Other guests complaining about hallway noise.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



BARKING DOG COMPLAINT

Neighbor upset at midnight.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



PET ACCIDENT IN LOBBY

Owner mortified.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



PET FEE SURPRISE

Guest insists it wasn't disclosed.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



FLIGHT CANCELED

Lobby full, rates high online.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



WEDDING RAINED OUT

Guests soaking wet and emotional.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



POWER FLICKER

Guest fears safety.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



FUNERAL TRAVEL

Guest crying at check-in.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



MEDICAL EMERGENCY

Needs late checkout and pharmacy help.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



BAD REVIEW THREAT

Guest says, "I'm blasting this online."

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



ELITE EXPECTATION MISSED

No upgrade available.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



POINTS DIDN'T POST

Guest feels ignored.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



DECLINED CARD

Guest embarrassed in lobby.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



THIRD-PARTY CONFUSION

Reservation wrong through OTA.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



ELEVATOR FEAR

Guest refuses to ride it.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



CULTURAL FOOD REQUEST

Not on menu, important to them.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



LOST CHARGER

Presentation in the morning.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



SMELL IN HALLWAY

Marijuana odor complaint.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify
Hilton: Hear. Empathize. Apologize. Resolve. Thank
Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



NEIGHBOR ARGUMENT

Guest feels unsafe.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

Fix it and wow - red carpet - Hero - Empathy



PROBLEM SCENARIO CARDS



“YOU RUINED MY TRIP”

Everything stacked at once.

WORK SMARTER

How can we prevent this problem in the future?

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Hilton: Hear. Empathize. Apologize. Resolve. Thank

Fix it and wow - red carpet - Hero - Empathy