



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

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.
Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

The Internet is very slow/not working. The guest is trying to stream a movie on the TV.

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PROBLEM SCENARIO CARDS



PROBLEM

There is no hot water in the room. The guest could not take a shower and now (s)he has to go to work.

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PROBLEM SCENARIO CARDS



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Construction noise started at 6:00am and they were not notified at check-in.

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PROBLEM SCENARIO CARDS



PROBLEM

The treadmill/fitness equipment is broken, and the guest could not get in their morning workout.

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PROBLEM SCENARIO CARDS



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No Complimentary breakfast is available at the hotel; traveling with children.

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PROBLEM SCENARIO CARDS



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The pool is shut down for renovations and the soccer team booked here because of the pool.

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PROBLEM SCENARIO CARDS



PROBLEM

The guest returned from work and found that their room was not cleaned. No DND sign or Green Choice sign was on the door.

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PROBLEM SCENARIO CARDS



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TV channels are not working properly in the rooms, and the guest wanted to watch their favorite TV show.

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PROBLEM SCENARIO CARDS



PROBLEM

Checked into a dirty room and the guest wants a new room.

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PROBLEM SCENARIO CARDS



PROBLEM

Bugs in the room (BBs, fleas, ants, or roaches);

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PROBLEM SCENARIO CARDS



PROBLEM

Fire alarms went off at 2:00 AM, and no one came around to let us know what was happening.

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PROBLEM SCENARIO CARDS



PROBLEM

The guest traveled all day; keys are not working on the exterior or interior doors, and they have to come back to the desk.

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PROBLEM SCENARIO CARDS



PROBLEM

Room type request is not available. they need two beds, not a sleeper sofa for his adult child.

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PROBLEM SCENARIO CARDS



PROBLEM

Room not ready. It's after 4 PM; has plans for dinner with colleagues.

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PROBLEM SCENARIO CARDS



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Room not ready for early check-in; needs to attend a 1:00 wedding.

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PROBLEM SCENARIO CARDS



PROBLEM

Guest has been waiting at the airport for an hour to be picked up after being told by the hotel their shuttle will arrive in 30 minutes.

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PROBLEM SCENARIO CARDS



PROBLEM

The guest left their valet in their room, and no one picked up to have it dry-cleaned.

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PROBLEM SCENARIO CARDS



PROBLEM

The guest is an loyalty member, traveling with his family on points, and his request for the upgrade was not granted.

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PROBLEM SCENARIO CARDS



PROBLEM

Loyalty member is upset his breakfast was not complimentary, and his last hotel gave him a complimentary breakfast.

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PROBLEM SCENARIO CARDS



PROBLEM

In-house guest has sent a mobile chat to the front desk requesting a crib, and no one has responded for over an hour.

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PROBLEM SCENARIO CARDS



PROBLEM

Hotel is sold out, and guest returns to the front desk after checking in, stating their room has a bad odor.

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PROBLEM SCENARIO CARDS



PROBLEM

Family of four requested two connecting rooms, and hotel is not able to honor their request.

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PROBLEM SCENARIO CARDS



PROBLEM

Meeting presenter arrives and notices the meeting room is not set-up correctly. Planner was hoping to set up their presentation.

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PROBLEM SCENARIO CARDS



PROBLEM

Renovation woke guest at 8 AM; upon check-in received a note that construction would start at 9 AM.

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PROBLEM SCENARIO CARDS



PROBLEM

The guest is returning from the restaurant the front desk suggested, and they are disappointed because the service and food were not very good.

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PROBLEM SCENARIO CARDS



PROBLEM

Guest key is not working; guest needs a new one.

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PROBLEM SCENARIO CARDS



PROBLEM

Elevator is under repair for several weeks; and guest is not pleased their room is on the third floor and must use the stairs.

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PROBLEM SCENARIO CARDS



PROBLEM

Guest called and is upset that they were charged a cancellation fee because they were too sick to travel.

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PROBLEM SCENARIO CARDS



PROBLEM

Guest used the mobile chat, and nobody replied.

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PROBLEM SCENARIO CARDS



PROBLEM

Guest requested a mobile key, and they couldn't get one.

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PROBLEM SCENARIO CARDS



PROBLEM

A guest is working on an important presentation, and the internet is out.

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PROBLEM SCENARIO CARDS



PROBLEM

The guest showed up, and the hotel was in the middle of a renovation. The website of the hotel did not mention this.

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PROBLEM SCENARIO CARDS



PROBLEM

The guest is looking forward to swimming in the pool, which is closed due to a code brown.

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PROBLEM SCENARIO CARDS



PROBLEM

Guest finds out their reservation was made for the wrong day, and the hotel is sold out.

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PROBLEM SCENARIO CARDS



PROBLEM

A guest's account has been overdrawn due to the hotel authorizing for incidentals.

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PROBLEM SCENARIO CARDS



PROBLEM

A guest locked her purse in her office and has no ID or CC to check-in to the hotel.

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PROBLEM SCENARIO CARDS



PROBLEM

A guest calls at 3 AM because the room next door is having a party, and they cannot sleep.

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PROBLEM SCENARIO CARDS



PROBLEM

A guest requested a quiet room, and the clerk put them right next to the elevator and the ice machine.

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PROBLEM SCENARIO CARDS



PROBLEM

A guest has a problem and wants to speak to the manager, but the associate said they won't be in until tomorrow.

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PROBLEM SCENARIO CARDS



PROBLEM

A guest booked via Expedia and they need to cancel.

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PROBLEM SCENARIO CARDS



PROBLEM

A guest comes down with a filthy iron and says, "I'm in a hurry for an important interview, and I cannot iron my shirt with this!"

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PROBLEM SCENARIO CARDS



PROBLEM

The guest did not know there was a charge for parking and didn't plan for the extra costs.

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PROBLEM SCENARIO CARDS



PROBLEM

Guest turned the water on in the tub and then got a call. When they came back, the water was overflowing because the drain was stopped up.

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PROBLEM SCENARIO CARDS



PROBLEM

The guest is a high-tier loyalty member and has a feather-free request on his profile, yet his allergies are acting up now because he had feather pillows.

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PROBLEM SCENARIO CARDS



PROBLEM

A guest found a roach in their room.

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PROBLEM SCENARIO CARDS



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The guest was in the shower, and there was no conditioner in the bottle.

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PROBLEM SCENARIO CARDS



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A guest is checking in and is very weepy, you find out that they are here to attend a funeral.

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PROBLEM SCENARIO CARDS



PROBLEM

A family is disappointed because they are going to Disney, and it's storming outside.

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PROBLEM SCENARIO CARDS



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A guest found the previous guest's underwear in the drawer.

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PROBLEM SCENARIO CARDS



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A guest just left her new laptop in the Uber car, and they are not answering!

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PROBLEM SCENARIO CARDS



PROBLEM

A guest's room is dirty! "There is so much hair; it looks like Big Foot stayed in there!"

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PROBLEM SCENARIO CARDS



PROBLEM

A guest's AC unit isn't cooling their room, and it's noisy.

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PROBLEM SCENARIO CARDS



PROBLEM

A guest is checking in, and it took them over 2 hours to get here b/c there was a turtle on the road.

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Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest found a lizard on their couch!

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

The gym is closed, and it wasn't on the website.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

After checking in the guest mentioned that this hotel needs a renovation.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

Guest has been waiting for over 30-minutes for their meal.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

The guest had many stains on their towels and sheets.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

The guest said they were never recognized as a top-tier loyalty member, and didn't receive their benefits.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

The breakfast is closed, and the guest just came down for breakfast.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

There is nowhere to sit for the complimentary breakfast.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest informs you that they never received housekeeping service.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest tells you that they had to wait a long time at breakfast.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest checks in after check-in hours, but their room isn't ready.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest lets you know that their Digital Key isn't working.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest stops you and tells you that the soap dispenser in their room is empty.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest shares that the AC unit in their room is making a loud noise.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest tells you that their TV remote isn't working.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest informs you that the AC unit in their room isn't working.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest tells you that there aren't enough towels in their room.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest lets you know that their shower was cold this morning.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

Shortly after checking in, a guest tells you that their bathroom wasn't properly cleaned.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest informs you that a breakfast item has run out.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest tells you that the Wi-Fi in their room isn't working.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest shares that the room they were given was not what they booked.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action



PROBLEM SCENARIO CARDS



PROBLEM

A guest shares that a request they made while booking their stay was not fulfilled.

WORK SMARTER

How can we prevent this problem in the future?

Marriott: Listen. Empathize. Apologize. Resolve. Notify

Hilton: Hear. Empathize. Apologize. Resolve. Thank

IHG: ILEAD: Identify. Listen. Empathize. Apologize. Deliver

Hyatt: HOST: Hear & Listen with Heart. Offer Empathy. Sincerely Apologize.

Take Meaningful Action