

Case Study: Housekeeping – Taking messages and handling complaints

Department: Housekeeping – Control Desk

Taking messages in HK control Desk:

While taking a message the following procedure has to be followed:

- Name of the person for whom the message is intended.
- Name of the person leaving the message.
- The contact number of the person leaving the messages.
- Date, Time, and Initials.
- Details of the Guest request / Messages.
- Request forwarded to Staff.
- Status of the request.

Note: Download Sample guest request tracker formats.

- Repeat and confirm the message / request with the guest/caller.
- Pass on the message immediately to the concerned person or department.
- When taking a message, staff member has to ensure to collect accurate and adequate information and pass it on to the appropriate person.
- Follow up with the concerned person and take update on the task until it is completed.

Handling complaints:

- Do not argue with the guest.
- The guest is always right.
- Listen attentively to the guest and understand what is exactly wrong.
- Write pertinent details down on the guest request tracking sheet.
- Apologize for the inconvenience caused.
- Rectify the situation if you can. These are some instances where common sense will prevail and so as long as you are aware of the standard procedure of rectifying complaints.
- Inform the Manager of all complaints immediately, even if you have successfully resolved the situation.
- Note down the incidence on the log book and give handover to the next shift the issue is still not resolved.
- Complaint has to be handled positively and with empathy for the guest, aspiring for 100% guest satisfaction as the outcome.
- If the problem is out of your authority, inform the manager or Duty Manager.

- Guest should be kept informed of the developments.
- Record all the details in Guest Call Register.

Training Summary questions:

- Q1. What all details to be noted down while taking a guest request?
- Q2. Why it is important to repeat the message / request with the guest?
- Q3. Why it is required to follow up with the task owner?
- Q4. What are the tips for handling guest complaints?
- Q5. Whom to be reported in case the problem is out of your authority?