Consulting and Training | Reach New Heights

Course Name

Hotel Service Recovery & Complaint Management

Sector Name

Hospitality & Hotel Management

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Hotel Service Recovery & Complaint Management

Course Introduction

Service problems are unavoidable in hotel operations. A delayed room, missed request, billing error, maintenance issue, dining problem, or communication failure can quickly affect a guest's perception of the entire stay. What often determines the final outcome is not the original problem itself, but how quickly the hotel recognizes it, responds to the guest, takes ownership, and provides an appropriate solution.

Boost Consulting & Training has designed this course to develop a structured and practical approach to hotel service recovery. Participants will learn how to recognize dissatisfaction early, handle different types of complaints, communicate with upset guests, investigate service failures, select appropriate recovery actions, make sound compensation decisions, and coordinate solutions across departments. The program also addresses how complaint information can be used to prevent recurring service problems.

The main concept of this course is to turn service failures into controlled recovery situations by resolving the immediate guest concern while addressing the operational cause behind it.

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Target Audience

- ✓ Guest relations and guest experience professionals
- ✓ Front office managers and supervisors
- ✓ Hotel operations managers and supervisors
- ✓ Hospitality service team leaders

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Learning Objectives

- ✓ Recognize early signs of guest dissatisfaction before complaints escalate.
- ✓ Handle guest complaints using a structured service recovery process.
- ✓ Communicate professionally with frustrated, disappointed, or demanding guests.
- ✓ Assess the seriousness and impact of different service failures.
- ✓ Select appropriate recovery actions according to the situation.
- ✓ Make balanced decisions regarding apologies, alternatives, compensation, and escalation.
- ✓ Coordinate complaint resolution across relevant hotel departments.
- ✓ Use complaint patterns to identify and reduce recurring service failures.

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Course Outline

✓ DAY 01

Recognizing Service Failure Before It Escalates

Understanding Guest Dissatisfaction

- ✓ Identifying common hotel situations that create dissatisfaction across the guest journey
- ✓ Recognizing verbal, behavioral, and situational signals of an unhappy guest
- ✓ Understanding how expectations and perceived impact influence guest reactions

Assessing the Service Failure

- ✓ Distinguishing minor inconvenience from significant service breakdown
- ✓ Evaluating urgency, guest impact, responsibility, and potential escalation
- ✓ Completing a Service Failure Assessment Exercise using different hotel incidents

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Course Outline

✓ DAY 02

Handling the Complaint Conversation

Responding to an Upset Guest

- ✓ Listening actively without becoming defensive or interrupting the guest
- ✓ Acknowledging the concern while gathering the information needed for resolution
- ✓ Using clear and professional language during emotionally difficult interactions

Taking Ownership of the Situation

- ✓ Clarifying what can be resolved immediately and what requires further action
- ✓ Managing guest expectations without making unrealistic promises
- ✓ Running a Difficult Guest Conversation Simulation involving contrasting complaint styles

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Course Outline

✓ DAY 03

Making the Right Recovery Decision

Selecting the Recovery Response

- ✓ Matching the response to the seriousness and impact of the service failure
- ✓ Using apologies, corrective action, alternatives, service gestures, and other recovery options appropriately
- ✓ Avoiding excessive or inconsistent recovery decisions

Managing Compensation & Escalation

- ✓ Determining when compensation adds genuine value to the recovery
- ✓ Recognizing situations requiring supervisor or management intervention
- ✓ Completing a Service Recovery Decision Challenge based on different guest and operational scenarios

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Course Outline

✓ DAY 04

Coordinating Resolution Across the Hotel

Managing Cross Department Complaints

- ✓ Identifying responsibility when a complaint involves several hotel functions
- ✓ Coordinating corrective actions without sending the guest between departments
- ✓ Maintaining ownership until the complete issue has been resolved

Closing the Recovery Loop

- ✓ Following up after corrective action to confirm the guest's response
- ✓ Recording relevant complaints and recovery information accurately
- ✓ Running a Multi Department Recovery Simulation involving several service failures during one guest stay

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Course Outline

✓ DAY 05

Preventing Recurring Service Failures

Learning from Complaint Patterns

- ✓ Grouping complaints to identify recurring operational and service issues
- ✓ Distinguishing isolated incidents from systematic service weaknesses
- ✓ Tracing repeated complaints to processes, communication, standards, or coordination gaps

Turning Complaints into Service Improvement

- ✓ Prioritizing recurring failures according to frequency and guest impact
- ✓ Translating complaint insights into practical corrective and preventive actions
- ✓ Developing a Hotel Service Recovery & Complaint Improvement Plan based on an integrated hotel case

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 18, 2027	Oct. 22, 2027	5 days	4250.00 $	UAE , Dubai
April 19, 2027	April 23, 2027	5 days	4250.00 $	UAE , Abu Dhabi
Jan. 25, 2027	Jan. 29, 2027	5 days	4950.00 $	Turkey , Istanbul
Sept. 19, 2027	Sept. 23, 2027	5 days	4250.00 $	Bahrain , Manama

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