

2

Dealing with Guests Requests

In order to get the most satisfaction (and their money's worth from their stay) guests make requests. Most of these requests will be reasonable, such as asking for more napkins in a restaurant or having a burnt out light bulb replaced in their room. Some requests may be outrageous and outside the normal service parameters of the hotel. In either case, the requests must to politely listened to and professionally attended to.



Common guest's request

Could I have another (... order of garlic toast)?

I would like extra (... soap and shampoo left in the room).

Would it be possible to (... get a two minute boiled egg)?

Could you arrange a (... tee time of 7:00 AM for four at the Country Club)?

The guests in the next room are (... very noisy. Could we change rooms)?

Is it possible to get (... free samples of all the facial products the spa sells)?

Common responses to requests

Yes sir, I'll take care of that right away.

I'll attend to that immediately.

I'm not sure; let me talk to my supervisor.

Of course ma'am, I'll get right on that.

Certainly sir, I'll be right back with that item.

I'll see if I can find some.

I'll get some right away.

◀ Typical Conversation ▶

Read and study the conversations below. These dialogues can be used as models to follow for similar conversations.

Bell Desk

Guest: Please be very careful with that bag, there are fragile items inside.

Staff: Not to worry sir, I'll be extremely careful.

Engineering/maintenance staff

Guest: Is it possible to fix the drip in the sink. It keeps me awake at night.

Staff: I'll take a look at it right away sir. It probable just needs a new washer.

Food and Beverage staff

Guest: Instead of herbal tea, do you happen to have Earl Grey?

Staff: I'm sorry ma'am, but the herbal tea is all we have at the moment.

2

Dealing with Guests Requests

Front Desk Staff

Guest: Could you fill out the form for me. I hurt my writing hand?

Staff: Of course sir. First, how do you spell your family name?

Health and Leisure Staff

Guest: Could I get some more weights added to this machine.

Staff: I'll get more weight right away. How much more would you like?

Housekeeping Staff

Guest: Is it possible to get another pillow. This one smells funny.

Staff: Of course ma'am, I'm very sorry. I'll bring you a new one as soon as I finish up with the room, if that's OK.

Guest: Thank will be fine, thank you.

Kitchen Staff

Guest: Could I get fresh pineapples finely diced mixed in with the pancake batter?

Staff: Of course sir, as you like.

Spa Staff

Guest: Could I get a free sample of these products?

Staff: Which products would you like samples of?

Guest: How about all of them?

Staff: We don't have samples for all of the products, but you can have the samples we have.

◀ Practice ▶

Below are possible situations that a hotel guest may make a request about. Think about what you and the guest could say in each situation. Then, if studying alone, practice your English by having a conversation with yourself (either silently or speaking out loud). Better yet, find a partner to work with and role play the situations- you taking on the role of the staff and your partner the role of the guest. For additional practice, switch roles and have the conversation again.

Bell Desk Staff

Guest requests a luggage cart

Guest requests luggage be put on bed in the room

Guest requests that luggage be delivered to his room while he eats lunch

Guest requests that staff be careful with a large fragile package

Guest requests help to get luggage from trunk of car

Guest requests to leave luggage at bell desk while he has a drink

2

Dealing with Guests Requests

Engineering/ Maintenance Staff

- Guest requests a light bulb be replaced
- Guest requests that the TV set be repaired
- Guest requests that maintenance staff return for repairs in 30 minutes
- Guest requests a broken chair be replaced or repaired
- Guest requests that a stuck patio door be unstuck



Food and Beverage Staff

- Guest requests an unknown cocktail- the guest will tell the bartender how to make it.
- Guest requests no ice in their ice tea
- Guest requests a high chair for a small child
- Guest requests a birthday cake with nine candles
- Guest requests garlic bread toasted very brown
- Guest requests an ashtray in a non-smoking restaurant

Front Desk Staff

- Guest requests help in changing an airline reservation
- Guest requests that a rental car to be arranged
- Guest requests a bottle of Chateau la Mothe 1997 be placed in the mini bar daily
- Guest requests help filling out the registration form
- Guest requests that the chef prepare a special meal using the guest's recipe
- Guest requests that a daily newspaper be delivered to his room by 5:00 Am daily

Health and Leisure

- Guest requests doubles partners for tennis
- Guest requests a spotter for weight lifting
- Guest requests to have a birthday party for their child at the children's program
- Guest requests a new activity for the children's program,- macramé
- Guest requests two weeks of golf lessons with a pro instructor
- Guests requests extra towels in the shower room

Housekeeping staff

- Guest requests a changing table for a baby
- Guest requests softer pillows
- Guest requests that his room be cleaned only after 3 PM
- Guest requests more shampoo be left in the room
- Guest requests not to have mini bar restocked daily
- Guest requests bathtub be disinfected daily with bleach



2

Dealing with Guests Requests

Kitchen Staff

Guest requests an omelet with red peppers, Tabasco sauce, and diced carrots

Guest requests a bottle of Dom Perignon Champagne with strawberries and milk for breakfast

Guest requests a 15 item salad with vinegar and oil dressing

Guest requests an angel food cake with blueberry frosting

Guest requests his bacon and sausage be almost burnt

Guest requests a steak with all fat and gristle removed before being cook

Spa

Guest requests a free sample of all products

Guest requests a massage before the normal Spa hours

Guest requests a cup of hot Earl Grey tea, with milk after the massage, instead of the house tea

Guest requests a massage fully clothed

Guest requests a three hour foot massage

Guest requests to change an appointment time

◆ Discussion Topic ◆

Have a discussion with a colleague about the types of requests guests make. Some possible subjects are listed below.

- Can most of the requests be accommodated?
- What is the most unusual request that a guest has made?
- Are most guests polite when they make requests- or is it more like a demand?
- If a staff goes above and beyond the normal assigned duties to fulfill a request, how do the guests acknowledge it- do they thank the staff profusely, commend them to their supervisor, give bigger tips?