



<u>Issued date:</u> May 2018 <u>Revised:</u>	POLICIES & PROCEDURES SPA & RECREATION	<u>Index N°:</u> SPA-SOP-12
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Subject: Handle Guest and Staff Complaints	2 pages
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POLICY

In all Guest interactions, the Assistant Manager presents themselves as the Custodian of the Hotel in the absence of the General Manager and is empowered to rectify problems.

It is the responsibility of the General Manager to give guidance to what the Assistant Manager/ Supervisor undertakes.

PROCEDURE

The Supervisor/Assistant Manager takes responsibility for the initial action for Guest and Staff issues in the absence of the Department Manager.

The Assistant Manager must be sensitive and empathetic when handling both Guest and Staff complaints. There should be no pre-judgment and all situations are required to be investigated.

The Assistant Manager requires a business card which can be offered to the Guest or Staff for further contact if follow up is required.

Handling Guest Issues:

Some issues may be resolved by a relevant Staff Member or Department Representative. In the case where the issue is greater than the capabilities of front line Staff, the Assistant Manager may use the following steps and ensure Guest's satisfaction is achieved and service is recovered:

- Obtain details of the issue from the Staff Member involved
- Contact Guest, in person or by phone
- Determine root cause of complaint
- Create a solution and action according to Guest's input
- Escalate actions to the appropriate departments
- Follow up with Guest to ensure resolution
- Offer amenities to generate goodwill
- (compensation may be performed)
- Record complaint using Duty Log

If the complaint cannot be resolved, the incident is to be recorded in the Duty Log with request of immediate follow-up by the relevant Department Manager.



The Assistant Manager is to offer Guests his business card to ensure clear communication during this process.

To resolve an issue, the Assistant Manager has the autonomy to make a decision on an expense of up to an amount defined with the General Manager, per incident.

Handling Staff Issues:

- Obtain details of issue from all Staff Members and other parties involved.
- Determine root cause of issue.
- Depending on the situation, advise the relevant Department Head and/ or Human Resources representative.
- Create a solution and action accordingly.
- Record issue using appropriate Duty Log / Incident Report Log whilst respecting sensitivity of Staff information.
- Inform Staff of further actions to be taken and follow up.
- Always copy Human Resources for any events with Staff.

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Issued by:
Spa Manager

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Approved by:
General Manager