

Guest Assistance
Greeting guests upon arrival,
answering questions, and
providing them with the
necessary information to
ensure a smooth and

enjoyable stay.

Reservations and Check-Ins
Assisting guests with making
reservations, checking them in
efficiently, and ensuring all
required information is
pathered.



#### **Problem Resolution**



Addressing guest concerns and complaints, and working toward effective solutions to enhance their experience.

Room Service Requests

Taking guest requests for room service, housekeeping, or additional amenities, ensuring they are fulfilled promptly and correctly.



# **Hospitality Customer Service Training Manual Template**

**H Kauffman** 

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