6) Dealing with Requests

In order to get the most satisfaction (and theirs money's worth from their stay) guests make requests. Most of these requests will be reasonable, such as asking for more napkins at 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. Look at the examples below of possible requests that a guest may make.

Possible 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?

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. I'll be back in a moment.

•I'll get right on that.

• I'll be right back with that item.

•I'll see if I can find some.

• I'll get some right away.

Dialogue

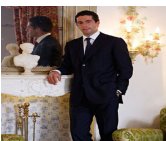**Guest: Instead of herbal tea, do you happen to have Earl Grey?**

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

Guest: Could I get some more weights added to this machine. This is no challenge at all.

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

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?

Practice

Practice using the above expressions by having a dialogue similar to the ones above with a partner, one partner taking the role of the guest and the other the role of the staff. For additional practice, switch roles. Practice the dialogue several times, trying to use all of the expressions noted above.