

Common decency

Sociology



**ASSIGN
BUSTER**

Escalation of conflict from potential to actual may be prevented by considering how the client must feel that he could not attend the wedding because his wheelchair could not pass through the function room. A pleasing tone in communicating with the guests may also prevent the escalation of the conflict.

3. One conflict involved the non-availability of a room for one hotel guest, despite her presentation of a confirmation number for a reservation that was made two weeks earlier. A solution to this problem would involve the immediate provision of a room for this particular guest and possibly an additional feature, such as a free dinner from the hotel's dining room, free of charge. The other conflict involved the inability of a disabled guest to get into the function room of a wedding. A possible solution to this conflict would involve the movement of tables in the function room and assisting the guest in getting into the wedding reception.

4. The staff members of the hotel did not take full responsibility for resolving the conflicts because they called on the general manager for solutions to these problems. Conflicts could have been prevented if the front desk clerk provided a room for the first hotel guest. In the case of the wedding incident, the situation could have been improved if the hotel assistant took the responsibility of assisting the guest in getting through to the wedding reception without the help of the general manager.

5. Follow up regarding the hotel reservation conflict that would involve checking whether a room has indeed been assigned to the guest. Follow through would then involve a phone call inquiry to the guest in her hotel room a few hours later and asking if she has already found everything else that she needs during her stay at the hotel. With regards to the wedding

reception conflict, the follow up would involve checking on the guest if he has ably found a way to get around the function room. Follow through would then involve revisiting the guest and asking if he needed any additional assistance regarding his mobility around the function room and the hotel.

6. These complaints could be turned into opportunities to demonstrate high-quality customer service by providing immediate attention and assistance to the customers (Levin 488). It should be understood that such conflicts may generate stress and confusion for hotel guests and thus providing assistance during these moments would not only benefit the clients but the hotel management and staff as well.