

Hotel conflict assignment

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Room too late to affect the customer's normal plan. C) Sometimes order because too many, and confusing, causing inconvenience to the customer. D) The food is not ready and sent to the customer's room, the customer is not satisfied with the standard of the breakfast. 2. 0 Generally speaking, the following four aspects 2. Process and produces: The normal order should be made from level 0 good breakfast, and packing luck gave Level 1 and Level 1 arrange shipping time. And then sent to Level 2, Level 2 arrange some room needed utensils or cutlery ready with breakfast. Finally responsible for the delivery, and then wait until the customers finished eating breakfast, and then . NET back to Level 0 cleaning dirty dishes all need to be cleaned by Level 2. Service personnel in the room must face with a smile, and the best attitude to face customers.

And must use some of the data in the course of transportation or written records to which room delivered what kind of breakfast, to record some information, such as customer service delivery process, to seek the permission of the customer feedback information collection, this can increase the level after breakfast. 2. 2 Area (Place): Venue for breakfast, we can see from the order to be sent to the customer room to go wrought a long period of time, and handing it over to a different place, from level 0 to level 2. Cycle for the insulation effect of the food is not very good, and other food to the customer's room has no freshness.

Therefore, at the location of the program has a high selectivity. People star Selection of employees is also very important, breakfast service requirements for service personnel is high, the first is the time to go to work, and breakfast is from 6: 00 in the morning to start working, not until the

afternoon before the end of breakfast service. And the quality of service must be very high, the regular use of a smile or a gentle tone to communicate and customers. For the requirements of the guests should always adhere to the principle of customer is God, as far as possible within the scope of the ability to achieved customer requirements. . 4 Materials ; Equipment: Level for food in the hotel is also very necessary, First breakfast in the hotel must be at least more than 10 kinds of breakfast menu for customers to choose, and for the freshness and appearance of the materials are high requirements. To accomplish the automation of equipment, all the food in nutritious and fresh conditions to use special equipment, such as food delivery elevator or insulation equipment for transport, so that the passenger personnel can eat the best breakfast in the hotel. 3. Cause ; Effect Theory: Group exercise in which participants try to list all possible causes and their effects (and identify how they are linked) associated with a particular problem or situation. It aims at discovering possible or probable causal factors and their outcomes (not necessarily the root cause, the removal of which will stop the recurrence of the robber) and may lead to the creation of a cause and effect diagram. (Sources from <http://education-portal.com/academy/lesson/cause-and-effect-relationship-definition-examples-quiz.html> .) Cause and Effect Diagram helps you to think through causes of a problem thoroughly. Their major benefit is that they push you to consider all possible causes of the problem, rather than just the ones that are most obvious. Cause and Effect Diagrams are also known as Fishbone Diagrams. The box and line can be thought of as the head and spine of the fish. (The Certified WHACK Auditor Handbook: ASS Food Drug, and Cosmetic Division, John G. Sugar, Steven Wilson (2007) page 134). 3. 1 Cause ; Effect diagram: <https://assignbuster.com/hotel-conflict-assignment/>

3. How to improve breakfast order: Breakfast Room, there is often some unnecessary events occur, such as service breakfast sent to the wrong room, and the service staff is very rude attitude, there is no incentive to work, the delivery time is not allowed and so forth the problem. We have to solve this problem we must plan accordingly. 1 . Hotel must order special breakfast reservation card. 2. Offers a variety of ways to choose the type of breakfast and ordering. Such as a phone book, online reservations, breakfast book card. 3.

Hotel preservation of food in the process of transportation can be quickly delivered to the guests. Breakfast order card (Imaged Tort): Breakfast order card
 No: Guest Name: Guest phone No: Date of Order: Breakfast order menu: 1 . American style breakfast. 2. Chinese style breakfast. 3. France style breakfast. 4. Japanese style breakfast. 5. Africa style breakfast. 6. (Other special menu). If guest want some special order please requirement in down: want delivery? What time do you Where do you want delivery? If you get some problem you can call 8888-8888. 3. 3 Advantage of breakfast order card: * Can be reduced to the lesser of the error in the course of transportation in the breakfast. * Can be very intuitive to see what the customers need, which is a kind of credentials to prove that the customer has booked breakfast. 3. 4 Solve customers' complain: Hotel guest complaints should know which areas you do less than, seriously listen to the complaints of the guests, and comfort to the guests for the first time, in exchange for forgiveness of the guests enough and sincere apology.

All requirements must be filled out by the customer according to the breakfast booking card above information to do it, as far as possible to meet
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the different needs of various guests, like, say, some guests like to eat raw eggs, some guests like to drink soda, these must fill guests, we can improve the satisfaction of the guests. 4. 0 Suggestion of delivery: Hotels in the process of transporting breakfast the most important is to ensure that the food is authentic, so it should be after the food is cooked out by the packaging, in the fastest time through the food channel directly to the room.