

Nama :

Tanggal :

1. What type of trip was the guest on? _____
2. What problem did the guest experience in Room 708? _____
3. How did the front desk staff respond? _____
4. What room did the guest move to after the complaint? _____
5. What kind of compensation did the guest receive? _____
6. How did the guest feel about the second room? _____
7. What did the guest appreciate most about the staff's response? _____
8. When did the guest check out of the hotel? _____
9. How did the staff manage the complaint and improve the guest's experience?

10. Based on this situation, what would you suggest to hotel staff for handling guest complaints more effectively?