Hospitality and Tourism

Understanding the Complaint

Mr. Orr

**How you handle a complaint often determines whether a guest will return to your establishment.**

**\_\_\_\_\_\_ % of guests do not complain to anyone that can help them.**

**\_\_\_\_\_\_ % of guest will return if they feel their complaint was**

**resolved quickly.**

**\_\_\_\_\_\_ % of guests with unresolved complaints will never return**

**TYPES OF GUEST COMPLAINTS**

**Mechanical Complaints**

**Your response:**

**Attitudinal Complaints**

**Your response:**

**Service-Related Complaints**

**Your response:**

**Unusual Complaints**

**Your response:**