

Phone Courtesy Scenarios

<p style="text-align: center;">Guest</p> <p>You are a guest at a hotel and call the front desk to check out but you want to use a different credit card than the one you used at check-in.</p>	<p style="text-align: center;">Hotel Employee</p> <p>A current guest calls the front desk to request a verbal checkout over the phone rather than come to the front desk. However, the guest wants to use a different credit card rather than the one used when checking in.</p>
<p style="text-align: center;">Guest</p> <p>You want to make a reservation at a hotel but you do not have a credit card.</p>	<p style="text-align: center;">Hotel Employee</p> <p>A potential guest calls the front desk to request a reservation but does not have a credit card to provide confirmation.</p>
<p style="text-align: center;">Guest</p> <p>You are vacationing at the beach and have decided to extend you stay at your hotel for three more nights.</p>	<p style="text-align: center;">Hotel Employee</p> <p>A current guest calls the front desk to request an extended stay for three more nights. The hotel can extend the stay for the first two nights but is booked full for the third night.</p>

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<p>Housekeeping Supervisor (using a two-way radio) There has been a water leak in room 223 that needs to be cleaned up immediately.</p>	<p>Housekeeping Employee (two-way radio) You are behind in your work and receive a call from your supervisor about a water leak in room 223.</p>
<p>Maintenance Supervisor (using a two-way radio) The hotel pool is dirty and needs immediate attention.</p>	<p>Maintenance Worker (using a two-way radio) You have been on sick leave and receive a call about the dirty hotel pool.</p>
<p>Hotel Employee You were out late last night with your friends and feel too sick to come to work.</p>	<p>Hotel Manager You receive a call from an employee that he/she cannot come to work because of illness. This is the fourth time this month.</p>

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<p>Business Guest</p> <p>You stayed at the hotel for a business conference and noticed on your bill that you were charged for bottles of water that you did not drink.</p>	<p>Hotel Employee</p> <p>You receive a call from a business guest that there were charges on his bill for water bottles he did not drink.</p>
<p>Guest</p> <p>You would like to make a reservation at a resort for your family vacation. You would like to know what amenities are available.</p>	<p>Hotel Employee</p> <p>You receive a call from a guest that would like to make reservations for the resort and wants to know what amenities are available.</p>
<p>Housekeeping (using a two-way radio)</p> <p>A guest approaches you and tell you that he has left his room key and wallet in the room. He wants you to open the room for him.</p>	<p>Hotel Manager (using a two-way radio)</p> <p>You receive a call from housekeeping that a guest has left his room key in his room.</p>
<p>Groundskeeper (using a two-way radio)</p> <p>Someone has vandalized the property.</p>	<p>Maintenance Supervisor (using a two-way radio)</p> <p>The groundskeeper has just called you about the property being vandalized.</p>

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