Handling an angry customer: a hospitality conversation example

Complete with the actual workplace arrangements. Read the accompanying guide, agree the local procedure and identify who will check the record.

Venue / role / date	
Guest concern	
options within authority	
help signal	
safe withdrawal route	
handover recipient	
factual incident record	

Follow-up

Action	Owner	Due / trigger	Completed

Keep completed records with the appropriate access restrictions. Save your entries before closing.

Read the accompanying guide online