



Unit 5 — Dealing With Difficult Customers

Reading: Dealing With Difficult Customers

At some point in time in your career in a hotel you will have to deal with difficult customers. It is inevitable that there will be times when you find a customer's behaviour difficult to deal with and this can cause stress for both you and the customer. Knowing how to deal with such interactions is an essential skill of working with the public.

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Discussion Questions

Have you ever dealt with an angry or upset customer? How did you do it?

Older guests tend to complain more than younger guests. Why do you think this is the case?

People often get stressed when they are staying at hotels. Can you think of some reasons why?