Navigating Challenges in Hospitality: Problem-Solving in Hotels

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Abstract*: Effective problem-solving is crucial in the hospitality industry since the comfort and contentment of the guests are of the utmost importance. Hotels encounter a wide range of difficulties, including technical issues, service-related issues, attitude issues, and even unforeseen events. The importance of problem-solving in the hotel sector is highlighted in this article, which also provides a thorough list of typical problems by gathering secondary data. Additionally, it covers methods for efficient problem solving, including as training, proactive preventive, communication, and worker empowerment. There are also rules for managing customer complaints professionally and empathetically. In addition to ensuring visitor contentment, effective problem-solving helps hotels retain a great reputation, which promotes long-term success.*

Keywords: Problem solving, Challenges faced, Situation handling, Hotel solutions

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