

Navigating Challenges in Hospitality: Problem-Solving in Hotels

Dr. Stephan Alex Almeida

Anjuman-I-Islam's Institute of Hospitality Management, Mumbai, India

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

I. INTRODUCTION

In the hospitality sector, where customers' comfort and pleasure are of the utmost importance, problem-solving is a crucial talent. Daily problems that hotels face vary from technical to service-related, attitude concerns and unusual problems. Maintaining a great reputation, ensuring customer loyalty, and ultimately the hotel's prosperity depend on successfully resolving these issues. This article examines the value of problem-solving in the hospitality sector by using secondary methodology and provides information on efficient problem-solving techniques.

Technical Issues

Guests are unable to enter their rooms owing to problems with their key cards.
Heating, ventilation, and air conditioning (HVAC) system failure: improper operation of the heating or cooling system.
Guests' rooms and public areas are affected by electrical failures during a power outage.
Toilets, sinks, showers, and other plumbing-related problems, including leaks.
Internet connection speed or reliability issues with Wi-Fi in public spaces or rooms.
When an elevator breaks down, it causes customer inconvenience.
Failure of the room's equipment includes issues with the TV, refrigerator, or safe.
Problems with key card security, surveillance, or unauthorized access.

Issues with the service:

Issues with housekeeping include inadequate or tardy cleaning, as well as incorrectly stocked amenities.
Incorrect orders, delays, or issues with the quality of the food delivered by room service or restaurants.
Reservation mistakes include inaccurate bookings, overbooking, or problems with room distribution.
Long lines at the front desk cause delays with check-in and check-out.
Disturbing noise coming from nearby rooms or shared areas.
Inaccurate information or unhelpful concierge staff.
Problems with the availability of taxis, shuttle services, or airport shuttles are examples of transportation issues.
Inaccurate charges, disagreements, or mistakes in the payment processing system.

Behavioural Issues:

Complaints from customers regarding unwelcoming or unhelpful workers.

Language obstacles that prevent clear communication between guests and workers.
Varying levels of service quality within the same hotel.
Staff hesitant to accommodate adjustments or unique demands due to their lack of flexibility.
When responding to guest issues, staff fail to demonstrate understanding and empathy.
Employees' negative attitudes or unprofessional actions.
Employees fail to follow up on complaints or requests from guests.

Unusual Issues:

pests or unwanted animals in guest rooms or public spaces.
Hotels handling earthquakes, floods, and bad weather.
Claims from visitors for unique or expensive objects left behind.
Guest-impacting cybersecurity incidents or data breaches.
negative occurrences like accidents or criminal activity that could damage the hotel's reputation.
Issues arising from hosting weddings, conferences, or large events.
Guest complaining about non-operational swimming pool or gym
The issues mentioned above cover a wide range, and to ensure that visitors have a good time and the hotel upholds its reputation, it is necessary to solve problems effectively, provide excellent customer service, and manage operations.

Strategies for Effective Problem-Solving in Hotels

By giving training and explicit resolution procedures, you may equip your staff to address frequent visitor complaints. Encourage them to use their discretion to resolve issues immediately wherever possible to prevent escalation. A proactive approach to problem-solving involves identifying possible issues before they arise. The prevention of problems like faulty equipment or filthy rooms can be aided by routine maintenance, staff training, and quality control methods.
Establish open lines of communication among staff members to make sure everyone is aware of their responsibilities in problem solving. Encourage management and staff to communicate honestly and openly in order to resolve difficulties swiftly.
Actively gather and analyze customer feedback through questionnaires, online reviews, and one-on-one interactions. This information identifies difficulties that are persistent and problem locations.
Create thorough Standing operating procedures (SOPs) for dealing with frequent issues like check-in/check-out issues, billing disputes, or room maintenance. This ensures that problems are resolved in a consistent and effective manner.
Make an investment in your staff's training and development. Give them training in customer service, dispute resolution, and problem solving so they can handle a range of challenges successfully.
When guests run into difficulties, they should be treated with empathy and a desire to find a solution. Making guests feel appreciated and happy can be achieved in large part through active listening and a pleasant attitude.
Establish definite escalation mechanisms for more complicated concerns. Make sure staff members are aware of when and how to involve managers, supervisors, or particular departments in order to fix a problem.
After resolving a problem, pause to consider and consider the underlying causes. Utilize this knowledge to make improvements and avoid similar issues in the future.

Guidelines for Handling Complaints:

Pay attention with empathy and compassion.
If you can, isolate the visitor to prevent overhearing by other guests.
Remain composed. Refrain from being aggressive or defensive in your response. Avoid arguing with the visitor.
Consider the guests' sense of self-worth. Display a keen interest in the issue. Use the visitor's name a lot. Consider the grievance seriously.
Give the guest your full attention. Pay attention to the issue. not on assigning fault. DON'T disrespect the visitor.

Make a note. When someone else needs to be involved, writing down the important details saves time. Additionally, when people speak more quickly than you can write, it tends to slow down the conversation. Guest comfort is increased by the fact that a front desk employee is concerned enough to record what they are saying.

Tell the guest what can be done. Offer choices. Don't promise the impossible, and don't exceed your authority.

Establish a rough deadline for finishing remedial measures. Be detailed, but do not underestimate how long it will take to fix the issue.

Keep track of the corrective action's development.

A follow-up. Contact the guest to make sure the issue was satisfactorily fixed, even if the complaint was handled by someone else. Report the full occurrence, the steps followed, and the outcome. (Brooks, 1995)

Objectives:

To study the different types of problems faced in hospitality industry.

To understand the problem solving in hospitality industry.

II. REVIEW OF LITERATURE

The research focus on hotel assistant managers and guest relations agents to see if they are using the right procedures and methods to address complaints from customers about either tangible or intangible hotel goods. The findings suggest that hotel assistant managers and guest relations representatives should enhance their efficacy in addressing visitor grievances. This study indicated that assistant managers handled complaints more skilfully than guest relations agents. (Losekoot, 2008)

The authors came to the following conclusions: strong emotional intelligence is correlated with high problem-solving abilities; as emotional intelligence rises, the likelihood of running into managerial issues declines; and as people age, both emotional intelligence scores and problem-solving abilities get better. (Icigen, 2018)

The fundamental assumption of this article is that the best negotiation/response strategy in tourist interfirm exchanges is a problem-solving orientation. This study addresses this by acknowledging and emphasizing the significance of relational behaviours in tourism value chains. Considering the ever-changing nature of the tourist sector, I propose that relationship behaviours play a critical role in fostering a problem-solving mindset. (Mwesumo, 2019)

The research investigated the interdependencies among several aspects of intellectual capital, such as customer, structural, and human capital, in the context of establishing a competitive edge. The findings suggest that in the fiercely competitive hotel sector, intellectual capital may both directly and indirectly support competitive advantage. More precisely, there is a positive correlation between intellectual capital and problem identification, and competitive advantage and problem identification are positively correlated. (Liu, 2018)

Three categories showed differences in the management methods of the two sets of hotels: internal communications style, internal communication accuracy, and how online reviews are used for management. First, hotels that replied often believed that reviews on their website represented an accurate representation of customer opinion. Second, the communication style of frequent responders was collaborative and comprised numerous meetings and consultations. Finally, just one hotel went above by incorporating client evaluations into a strategic approach to a long-term relationship, even though all of the hotels saw posted comments as a means of identifying and resolving customer issues. (O'Mahony, 2020)

III. METHODOLOGY

The data was collected using secondary methodology like information from pre-existing sources, such as books, journals, web sites, archives, and other historical records.

IV. CONCLUSION

Problem-solving appears as a crucial success factor in the constantly changing hospitality sector. Hotels face a wide range of problems, from technical setbacks and service-related problems to attitude issues and odd, unforeseen difficulties. We have emphasized the critical relevance of effectively tackling the numerous concerns through this thorough research. By empowering its workers, funding training and development, and encouraging open

communication, hotels can take proactive measures. In addition to effectively resolving issues, hotels can improve their reputation and guarantee client happiness by adhering to organized procedures and demonstrating empathy in response to complaints from guests, which ultimately helps to assure their long-term prosperity.

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