DECA ROLE PLAYING: CONFLICT RESOLUTION

*Directions: Read over the event situation. Work with a partner to resolve the conflict by addressing the following Performance Indicators. Be prepared to present your findings to the class.*

*1.* Demonstrate a customer-service mindset.

2. Handle customer/client complaints.

3. Reinforce service orientation through communication.

4. Use conflict-resolution skills.

5. Determine when a room is available for sale.

*Grading:* Assignment is worth 50 points.

EVENT SITUATION

You are to assume the role of front desk manager at Rivers Inn, a moderately priced hotel popular with business travelers. A hotel guest (judge) is upset because the room you assigned the guest (judge) is already occupied by another person. You must remedy the situation to both guests’ satisfaction.

Rivers Inn is a small, moderately priced hotel with 65 standard rooms and five suites. The hotel has a small café located in the lobby that sells light fare. Check-in time at the hotel is 2:00 PM and check-out time is 11:00 AM. The average occupancy rate for the hotel is 70%. At times guests are able to check-in to their room early if clean rooms are available. The front desk workers and the housekeeping staff communicate via a walkie-talkie system to determine which rooms are clean and vacant.

Just five minutes ago, you had an early check-in at the front desk. You assigned the guest (judge) a room that you assumed was vacant. The hotel guest (judge) has returned to the front desk irate. When the guest (judge) entered the hotel room you assigned, the room was already occupied by another guest. Both guests were startled, embarrassed and now mad at the mistake that was made.

You must talk to the angry hotel guest (judge) and find a way to make amends for the mistake. You do not want to lose the hotel guest’s (judge’s) business, nor do you want the guest (judge) to have a negative opinion of Rivers Inn.

You will discuss the situation with the hotel guest (judge) in a role-play to take place at the front desk. The hotel guest (judge) will begin the role-play by asking to hear how the situation will be resolved. After you have discussed the situation with the hotel guest (judge) and have answered the guest’s (judge’s) questions, the guest (judge) will conclude the role-play by thanking you for your time.