

APPENDIX

No	Classification	Problems	Solving Problems			
			Step 1	Step 2	Step 3	Result
1	Problem in aspect of ordering or the item	The staff giving the wrong order to the guest	Staff will Apologize to solve the problem with the guest, and check the waiter who take the order and check the correct order from the guest.	Staff will offer the other menu and give a discount to the guest	The supervisor will give the food or beverage that chosen by the guest without payment or free.	From the questionnaire that the writer sends to the hotel, for the problems number one the best way to solve it is step 3, the supervisor will give free item to the guest.
2	Problem in aspect of ordering or the item	The order is not according to guest expectations	Staff will listen what the guest complainin g about	Staff will directly apologize and change the menu, also report to the Person in Charge	Leader will come to the table and bring their food also make sure their food is like what their expectations.	From the questionnaire that the writer sends to the hotel, for the problems number two there are two most effective way to solve it, which are

						step 2 and step 3, the staff will do apologize and change the menu and the leader will come to the table and bring the food that suitable with the expectation of the guest.
3	Problem in aspect of operational hour at restaurant	The guest ordering at closing time	Staff will please the guest come to the restaurant, and sitting the guest and bring the menu	Staff will explain about the restaurant menu and restaurant operating Hour. And Staff will keep continuing taking the order	Leader will standby and make sure guest feel comfortable while they having meals	From the questionnair e that the writer send to the hotel, for the problems number three the step 2 is the best way to solve it, the staff will continue to taking the order and

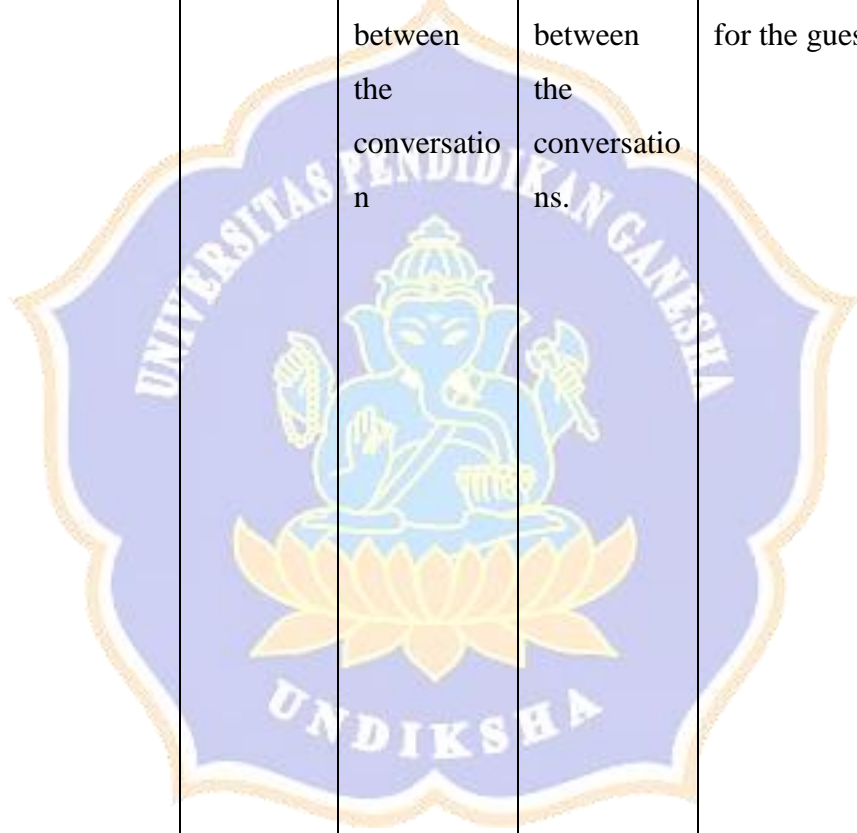
						also explaining the hour of restaurant operation.
4	Problem in aspect of operational hour at restaurant	The guest does not leave after the restaurant is closed	Staff will ask for the last order	Staff will let them know about close timing.	Leader will in charge and standby, also give them estimate time to finish, However if the guest still insist to stay we will let them know that our restaurant already close and we will prepare for going home meanwhile we tell them there are security will looking after them. After all finish don't forget as well we need to report to	From the questionnaire that the writer sends to the hotel, for the problems number four the best way to solve it is step 3, the leader will in charge and standby and also give the guest some estimate time to finish, however the guest still want to stay, the leader will report to night manager if

					Night Manager if we still have a guest in the restaurant.	there are still have some guest in the restaurant.
5	Problem in aspect of ordering or the item	The guest feels upset because the order is late	Staff will directly apologize to the guest and directly checking to the kitchen	Staff will directly inform Leader	Leader will suggest staff to bring side food while they are waiting they're delay food. Leader Directly to the kitchen and bring the food to the guest table with direct apologize. Also we can void the item from the bill and give to them as complimentary.	From the questionnaire that the writer sends to the hotel, for the problems number five the best way to solve it is step 3, the leader will suggest the staff to bring side food while the guest is waiting the order, and the leader directly goes to the kitchen and brings the food to the guest and apologizes

						and the leader can void the item from the system and give to the guest as the complimentary.
6	Problem in aspect of equipment.	Equipment dirty with fingerprint and smell.	The staff will apologize to the guest and change the equipment.	The staff will Apologize and change the equipment also take the food and change to the other food according to the guest wishes	The leader will go to the guest and do apologize and offering some food or drink as the complimentary.	From the questionnaire that the writer sends to the hotel, for the problems number six the best way to solve it are the step number 2 and 3. The staff will apologize and change the equipment and also take the food and change the

						<p>food according to the guest's wishes or The leader will go to the guest and apologize and offer some food or drink as the complimentary.</p>
7	<p>Problem in aspect of operational hours at pool</p>	<p>The guest using the pool before the pool ready to use.</p>	<p>The staff will do apologize and inform to the guest about time of using pool</p>	<p>The staff will inform to the guest that the effect of the medicine will irritate the guest.</p>	<p>The leader will inform to the security and security will come to the guest in pool area.</p>	<p>From the questionnaire that the writer sends to the hotel, for the problems number seven the best way to solve it is step number 2 that is the staff will inform to the guest that the</p>

						effect of the medicine will irritate the guest.
8	Problem in aspect of communication	The guest cannot speak English.	The staff will use body language to the guest between the conversation	The staff will use the application of translation between the conversations.	The leader will call the other person who can be the translator for the guest	From the questionnaire that the writer sends to the hotel, for the problems number eight the best way to solve it are step 2 and 3. That are the staff will use the application of translation between the conversations or the leader will call the other person who can be the translator



						for the guest.
9	Problem in aspect of staff or employee	Staff changing schedule suddenly and messing the team.	The staff will call via telephone and confirm to the staff who is no present at that time.	The staff will come to the hotel and replace the other staff who is no present at that time.	The leader will come to the hotel and replace the staff who is no present, and reconfirm what make the staff change the schedule suddenly.	From the questionnair e that the writer sends to the hotel, for the problems number nine the best way to solve it is the step 3 that is the leader will come to the hotel and replace the staff who is absent, and reconfirm what makes the staff changes the schedule suddenly.

