

Chapter 8

Activity 6: Managing Complaints

Use the LAST method to effectively handle guest concerns. L.A.S.T. stands for:

- Listen
- Apologize
- Solve
- Thank

Active listening means that you are paying attention to what the guest is saying. When people feel listened to, their defenses come down.

- Use eye contact
- Listen and respond with empathy: "I understand your problem."
- Don't interrupt and wait until the guest has finished talking.
- Repeat the concern back to the guest and ask, "Is that correct?"
- Offer ways to take care of the issue

When **apologizing**:

- Use eye contact
- Use a softer tone of voice; be kind
- If the person interrupts; wait until they're finished before responding
- Be sincere and mean it

Level **Two** concerns include foreign objects in food, illness, injury, slips and falls.

Practice role play activity.

Use the following scenarios to complete 1 of 3 role plays. Discuss your experience afterwards.

Case 1: A guest claims to find a piece of plastic in their salad. Identify which level of complaint this is and how to manage it.

Case 2: A guest slips and nearly falls. How do you deal with it?