

## Self-Checklist for Dealing with Upset Guests

by Ruby Newell-Legner, CSP

- Look at the situation as an opportunity to turn an unhappy guest into a loyal customer.
- Develop a perspective and communication style that focuses on future problem solving.
- Focus on solving the issue not on the personality of the person with the problem.
- Have realistic expectations.
- Remain neutral.
- Collect and confirm details.
- Apologize.
- Make a "sad-glad" statement. "I'm sorry you experienced a problem and I'm glad you told me about it."
- Ask permission instead of demanding information and explain why you need it. "May I have your phone number to look up your pass information on the computer?"
- Explain or offer choices to resolve the situation.
- Take steps to avoid a repeat occurrence.
- When the upset customer wants to go over your head and asks to talk to a supervisor – you have 2 choices – look at it like "Fine ... I am not good enough to solve the problem." Or "Yeah! Backup to the rescue." Choose the latter.
- Simply focus on "What does the guest need and how can I provide it?"



**Ruby Newell-Legner, CSP** is President of RubySpeaks, Inc., a staff development company specializing in guest services employee training. She works with organizations to build better relationships: from front-line employees to guests, between co-workers and their peers, and from managers to the employees they supervise. As a recognized expert in guest relations, she was chosen to train the staff to host both the Super Bowl XLI and the 2010 Olympics. To contact her about availability visit [www.RubySpeaks.com](http://www.RubySpeaks.com) and [www.GuestRelationsTraining.com](http://www.GuestRelationsTraining.com), call 303-933-9291 or send an e-mail to [info@RubySpeaks.com](mailto:info@RubySpeaks.com) .

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# Cooperation Squares

Based on the Cooperations Squares Activity -  
Answer the following Questions.

1. How did you feel during the activity?

2. What specifically did you discover from the activity?

3. What can we apply from the Cooperation Squares Game to improving relationships:

with other departments?

with the employees in our departments?

with our guests?

What new skill will you implement right away? \_\_\_\_\_

Ruby is frequently asked for **testimonial quotes** about her training sessions. Please check this box if you would grant permission for Ruby to use your quote in her promotional materials. **How would you describe Ruby's program in one or two sentences?**

What did you like best about this program? \_\_\_\_\_

<b>Circle your rating of the presentation</b>	<b>High</b>						<b>Low</b>
Ruby's Delivery	7	6	5	4	3	2	1
The Overall Program	7	6	5	4	3	2	1

Provide insight on which programs you would like to see Ruby present in the future

- Guest Services in the Amusement & Attraction Industry**  
(check this box if you would like to see this session repeated next year at IAAPA)
- Dealing with Upset Customers
- Secrets to Keeping Our Customers Happy! (Perfect for seasonal training)
- \*\*Leadership Strategies: things you must know to be successful
- \*\*How Effective Leaders Communicate
- \*\*Facing the Challenge of Challenging Employees
- \*\*Supervisory Skills for Success
- \*\*Encouraging Staff Development: The Performance Appraisal Process
- \*\*How to Develop an Effective Employee Training Program

\*\*These are available MP3 Downloads on Ruby's website at [www.RubySpeaks.com](http://www.RubySpeaks.com)

**PLEASE PRINT (This section is optional)**

Your Name \_\_\_\_\_ Title \_\_\_\_\_

Organization or Venue \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Address \_\_\_\_\_ Country \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

Email (Please print legibly) \_\_\_\_\_

**TRAINING**

Check this Box if you would like Ruby to contact you about providing training for your staff or another organization.

**Podcast Recordings**

Check this Box to receive information about listening to Ruby's wisdom via podcasts that can be downloaded directly to your MP3 Player. If you check this box, please include your email address above.

**Free ELECTRONIC NEWSLETTER**

Check this Box to receive Ruby's FREE email newsletter "Great Customer Service for Leisure Professionals." If you check this box, please include your email address above.

Suggestions for whom Ruby should contact about providing training or about presenting at a conference:

Name \_\_\_\_\_ Title \_\_\_\_\_

Agency or Association \_\_\_\_\_ Phone \_\_\_\_\_

# Who are you?

The object of this activity is to ask match the attributes listed on this page with the participants in this room. You can only match ONE attribute to ONE person only. Then, record the name of the person next to the attribute listed. The first person to complete all of the questions on their sheet is the winner!

Who here...	Name
1. Plays a musical instrument	
2. Is afraid of heights	
3. Has a pet	
4. Is wearing a tie	
5. Has blue eyes	
6. Plays a team sport	
7. Rides a bicycle	
8. Likes ice cream	
9. Does not like to ride rides!	
10. Is afraid of heights	