**Scenarios:**

Front Desk:

When Ms. Roberts arrives at 9 pm to check-in she is scowling and seems unhappy. She immediately shares that she had a hard time finding the hotel, she criticizes the lighting and signage and she is disappointed when she learns the restaurant onsite has already closed. Her partner gives you an apologetic look and is focused on getting to the room so they can settle in after a long-day. Shortly after you check them in, Ms. Roberts comes back to the desk, she is upset that her room doesn’t have a microwave and she thought her room would have a couch the way it showed in a picture she saw. What do you do?

The Phillips check into room 220, they are staying three nights and are very pleasant and engaged when they check-in. After you give them their keys, you notice as they are carrying their bags into building two that they have a dog with them, yet there is no record of a dog on their reservation, and they haven’t paid any pet fees. What do you do?

It’s 9 pm on a Friday night and you get a call from 206, they are upset about the noise coming from the squad room. They report that they can hear music, laughter and partying and it is keeping them up. You know that there is a group of friends in the squad room, they are staying two nights at full price, celebrating a birthday party. What do you do?

Housekeeping:

When you walk into room 220 after check-out you notice that it is a mess, there is damage to the dining table, spills on the carpet and it looks really rough. It is nearly a full flip day and this room is reserved that night. What do you do?