

PARTICUALRE SITUATIONS IN THE HOSPITALITY INDUSTRY

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Abstract

In the activity of a hotel particular situations may occur. So besides the regular customers may appear different people with disabilities or other conditions.

Key words: particualre situations, disabilities

INTRODUCTION

Hotel and hospitality ethics and regulations fact that enshrine the material and moral hotelier answer for everything that happens with our clients and their values during the stay, and even afterwards, which obliges us to treat with utmost attention to solving this particular situation.

MATERIAL AND METHOD

Identified the main problems that can lead to particular situations for which they have made and how their general solution:

1. Accommodation clients with young children
2. Accommodation for disabled customers, immobilized in the cart
3. Accommodation for visually impaired customers
4. Accommodation customers with a deficiency of speech and hearing

RESULTS AND DISSCUSIONS

It is known that in the holiday hotels are commonly found families with children, their presence clearly is not excluded in other types of units. Children are generally very lively and noisy and it can disturb other customers. To avoid these situations, you should pay more attention to customers arrive with children, especially those with young children. It is recommended to act as follows:

- On arrival the hotel will be accommodated first, customers with very young children and those whose children are mischievous and noisy. Accommodation may call for speeding and other staff of reception (Head of reception), and if we can not get help, we will request permission to address other customers with priority these situations.

- It will give comfortable rooms and accessible in the areas that do not disturb other classes of customers.
- The floor department will inform the assembly for extra bed or cot for children;
- It will advise parents to not leave children unattended in the hotel or recreational areas.
- Hotel staff is very attentive to the children because they do not get injured, not to damage or to wander.
- In case is observed strangers around children, will act to protect them.

Accommodation of disabled customers, immobilized in the cart.

This category of customers is too often found in hotels as it moves with weight and need special conditions for transport. It can be noted that worldwide demand is manifested more strongly to create facilities in the both transportation and in the tourist reception facilities to enable disabled people to have access to all their services.

Usually, these people travel with companion, but may be situations when they are unaccompanied, which will lead us to act differently.

The main rules to be followed are:

- The customer should be treated naturally, like any other customer
- If the client is accompanied we will not avoid address to our client.
- He arrived unaccompanied customers will be given help to the extent that they need to complete the registration data.
- In case hotel has rooms adapted for physically disabled people, will be distributed, of course, such rooms.
- In case hotel does not have such rooms will provide comfortable and affordable, the first floor.
- The customer will be asked if require certain additional services.
- It will assist in transportation and arranging luggage.
- All departments will be informed about the presence of the client, to make specific preparations.

It is better to anticipate customer requirements and to provide additional services such as:

- Serving breakfast and other meals in the room in the normal charge conditions;
- Providing courier / comisionerat;
- Preparing the bed for the evening;
- Assisting in the room where it is unaccompanied;
- Providing help prepare luggage etc.

Accommodation of blind clients

This category of customers may arrive with or without accompanying hotel. To come in the help of these customers, must respect the following rules:

- The client will be treated naturally and normal, like any other person.
- I will assist in completing sheet. I will provide a room at 1st floor, easily accessible;
- In case client arrives in the hotel for the first time and will communicate precise coordinates to move in the lobby and to the main rooms. Directing will be made by simple expressions: left, right, forward, backward and total meters (steps);
- Client permission is required to be driven, by providing arms, and while it is driving, proceed to explain the direction of movement and benchmarks;
- Ensure luggage to the room and facilities and explain.
- The client is asked if they apply for certain services.
- Reception will inform the floor department and the restoration regarding this client, to take specific measures.
- In case the client will arrive at the hotel accompanied by a specially trained animal for such persons, and by regulation is not allowed pets in the hotel, will make a concession and will provide specific services for companion animal.
- Customer will be given maximum attention, but quietly, anticipating his desires.

Accommodation of customers with a deficiency of speech and hearing.

Customers who fall into this category move more easily and can be quite commonly found in tourist reception facilities. They may move individually or in groups accompanied.

To meet customer demands speech and hearing with a deficiency of, we perform the following actions:

- We address directly to the client, even if it is accompanied by an interpreter who mediates the dialogue.
- You need to speak clearly, slowly and always in the direction of that person, so we can read lips that speak.
- To make us better understood in the presentation, we use standard documents, leaflets and, where appropriate, we make sketches targeting mentioning the hotel for both parts and outdoor.
- We recommend written notification of important information to does not exist misunderstandings

- We will inform the department of floor and other departments on this of this category of customers, in order to respond promptly and efficiently to their requests.
- We always anticipate customer requirements and additional basic services.

CONCLUSIONS

As can be seen in hospitality activities appear various situations particular given by different customers. Whatever their deficiencies or with noisy children need to learn to adapt and resolve the situation to the best and faster.

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