

Report of Interviews with Front-Desk Staff at Rest Easy Hotels in San Diego and Minneapolis (USA), Bristol (UK), Prague (Czech Republic), and Lima (Peru)

Here are some important statements that interviewers collected from front-desk staff at several hotels:

“There’s no use giving me a manual during training. The front desk at my hotel is too crowded for a manual.”

“I hope the class will make the new system easy to understand. I do not know anything about computers. I’ve never worked with one.”

“I took this job because I was well trained in hotel management and tourist services. I fail to see the need to attend further training for a job I already do incredibly well.”

“My English is not good.”

“We need to train new employees as we bring them on board during the next two years.” (This comment was made by a supervisor of front-desk staff at one hotel.)

“I’m worried about the timing of the training. At my hotel, we have very few staff working on the front desk on each shift. When will you hold the training? Will I be able to take off from work to attend? I attend night school classes three nights a week.”

“My wife drops me off at work every day and then takes the car. I hope the training will be at the hotel where I work”

“Make sure you concentrate on how to resolve arguments with charges for movie rentals and room service when guests are checking out. We have many problems with guests who swear they did not order movies or pizzas delivered to their rooms. My front desk staff should not get into fights with guest over such things. This is a classy establishment!”