

TSC Category	Customer Experience					
TSC	Customer Challenges Management					
TSC Description	Manage guests' and/or customers' concerns and feedback and provide assistance to meet their needs					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	HAS-CFC-1051-1.1	HAS-CFC-2051-1.1	HAS-CFC-3051-1.1	HAS-CFC-4051-1.1		
	Determine specific requirements for guests and/or customers with special needs and provide assistances to them	Recognise and approach dissatisfied guests and/or customers, and follow up with guests and/or customers on their concerns and feedback	Investigate and handle concerns and feedback received from guests and/or customers	Manage escalated cases and staff performance in handling guests' and/or customers' concerns and feedback		
Knowledge	<ul style="list-style-type: none"> Types of special needs and related terminology Methods to create welcoming environments for guests and/or customers with special needs Types of barriers to accessibility Etiquettes and protocols on interaction with guests and/or customers with special needs Guidelines on regulatory and organisational requirements relevant to assisting guests and/or customers with special needs Accessibility standards for guest and/or customer service Importance and types of risk control procedures and precautions in assisting guests and/or customers with special needs 	<ul style="list-style-type: none"> Types of dissatisfied guests and/or customers Principles of effective communication and interpersonal techniques Guidelines for approaching guests and/or customers to handle concerns and feedback Guidelines for offering different solutions to guests and/or customers Purpose and procedure for recording incidents in the log book 	<ul style="list-style-type: none"> Guidelines for identifying, validating and addressing concerns and feedback from internal and external stakeholders Principles of effective communication and interpersonal techniques Types of solutions to resolve guests' and/or customers' concerns and feedback Importance of incident reports 	<ul style="list-style-type: none"> Guidelines on monitoring and documenting staff performance in handling guests' and/or customers' concerns and feedback Corrective actions to address deviations in handling guests' and/or customers' concerns and feedback Guidelines on assigning right persons to handle guests' and/or customers' concerns and feedback Guidelines on proposing improvements to organisational policies on handling of guests' and/or customers' concerns and feedback Objectives of improvement plans 		

**SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<p>Abilities</p>	<ul style="list-style-type: none"> Identify and ensure availability of resources appropriate for guests and/or customers with special needs Determine appropriate actions to assist guests and/or customers with special needs, based on identified, specific requirements Provide assistance to guests and/or customers according to the nature of their special needs Support contingency plans for unexpected events that may arise when assisting guests and/or customers with special needs Respect the dignity and independence of guests and/or customers with special needs by ensuring reasonable efforts are made to provide service equal to what is given to other guests and/or customers Communicate to relevant personnel and/or team members regarding guests and/or customers with specific needs 	<ul style="list-style-type: none"> Recognise concerns and feedback from guests' and/or customers' perspectives Take action to address guests' and/or customers' concerns and feedback Follow up on guests' and/or customers' concerns and feedback to prevent recurrences Escalate unresolved guests' and/or customers' concerns and feedback in accordance to guidelines and/or protocols for resolution Record incidents in the log book for tracking purpose 	<ul style="list-style-type: none"> Investigate concerns and feedback received from guests and/or customers to identify root causes of the issue Take appropriate actions based on investigations findings to follow up on guest and/or customer concerns and feedback Clarify and address guests' and/or customers' concerns and feedback Perform closure to resolve guests' and/or customers' concerns and feedback 	<ul style="list-style-type: none"> Review staff performance in handling guests' and/or customers' concerns and feedback Manage escalation of guest and/or customer concerns and feedback Evaluate process for handling guests' and/or customers' concerns and feedback 		
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