**Unit 12**

**Customer Care**

* At reception always welcome customers with a warm smile. Be polite and friendly at all times.
* What do you do when people make a telephone reservation?
* Always answer the call within three rings or apologize for the delay when you answer. When you know the customer’s name use it in conversation.
* Yes, I see.
* Take special care of customers with particular needs, for example, the older clients or women business travelers.
* And disabled customers.
* Yes, of course. Find out what they would like and be patient and helpful.
* Sometimes reception is very busy.
* Yes. Don’t keep people waiting long. Smile at guests while they are waiting but don’t keep them waiting long. I think the long…