

HOSPITALITY  
HOTEL HOST



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HOST



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QUESTION CARDS



HOTEL CARDS



KITCHEN



FRONT-OFFICE



BACK-OFFICE



RESTAURANT



GUEST ROOMS



JOB SATISFACTION

SERVICE QUALITY










**HOTEL**



**Hotel:** \_\_\_\_\_

**Rooms:** \_\_\_\_\_


**Staff Distribution**

- Management & Financial: \_\_\_\_\_
- Front Desk: \_\_\_\_\_
- Housekeeping: \_\_\_\_\_
- Food and Beverage: \_\_\_\_\_



**HOTEL**





**Hotel:** \_\_\_\_\_


**Rooms:** \_\_\_\_\_

**Staff Distribution**

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**HOTEL**



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**HOTEL**



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- Housekeeping: \_\_\_\_\_
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**HOTEL**





**Hotel:** \_\_\_\_\_

**Rooms:** \_\_\_\_\_

**Staff Distribution**

- Management & Financial: \_\_\_\_\_
- Front Desk: \_\_\_\_\_
- Housekeeping: \_\_\_\_\_
- Food and Beverage: \_\_\_\_\_



Take a scenario card from a room of your choice and solve it with your team.



The game master decides whether you can take a question card or a scenario card. You carry it out as usual.



Take a scenario card from the room in the hotel where you work the most and solve it with your team.



Take the top question card, read the question aloud and give it to another player of your choice. That player answers first.



Take the stack of question cards and choose a card from the category you want to answer without reading the question. Then put the rest of the stack back face-down.



Jackpot! Your team immediately gets 3 points! Pass the dice to the next player.

# Harmony Haven Hotel & Resort

**Rooms: 150**

Staff Distribution:

- Management & Financial: 5
- Front Desk: 4
- Housekeeping: 5
- Food and Beverage: 8



**HOTEL**

# **Chariot Hotel & Resort**

**Rooms: 400**

## **Staff Distribution**

- Management & Financial: 30
- Front Desk: 15
- Housekeeping: 25
- Food and Beverage: 25





**HOTEL**

# **The Seaside Hotel**

**Rooms: 90**

## **Staff Distribution**

- Management & Financial: 5
- Front Desk: 10
- Housekeeping: 25
- Food and Beverage: 20



**HOTEL**

# **“Zum Hirschen” Boutique Hotel**

**Rooms: 35**

## **Staff Distribution**

- Management & Financial: 2
- Front Desk: 3
- Housekeeping: 5
- F&B: 8



**HOTEL**

# **White Mountain Luxury Hotel**

**Rooms: 250**

## **Staff Distribution**

- Management & Financial: 20
- Front Desk: 12
- Housekeeping: 40
- Food and Beverage: 30





**HOTEL**

# Windmill Hotel

**Rooms: 200**

## **Staff Distribution**

- Management & Financial: 12
- Front Desk: 15
- Housekeeping: 35
- Food and Beverage: 35



**HOTEL**

**Do you prefer to have a happy  
guest or an easy day at work  
without too much hassle?**





QUESTION

**Does the hotel you work in  
provide support to guests with  
disabilities? If yes, how? If not,  
why not?**





QUESTION

**Can you recall a memorable  
interaction with a guest that  
positively impacted their stay?  
How did it impact you?**







QUESTION



**How important is guest  
satisfaction to your hotel?  
And to you? Why?**





QUESTION

**When was the last time  
you had to ask a colleague  
for support? How did your  
colleague help?**





QUESTION



**In your opinion, is it more important for a hotel to prioritise efficiency in its operations or prioritise providing exceptional individual customer service?**





QUESTION

**If you saw a co-worker  
doing their job sloppily,  
how would you handle this?**







QUESTION

**How often do you get the  
chance to meet and socialise  
with co-workers from other  
departments?**





QUESTION

**Do you feel comfortable and  
safe expressing your needs  
and concerns to your team or  
supervisor?**





QUESTION



**What do you do at the hotel?**  
**How does cooperation benefit**  
**your specific work?**





QUESTION

**You see your colleague being disrespectful to clients, but this colleague is the hotel owner's best friend. How do you handle the situation?**







QUESTION



**In your opinion, is it more  
important for a hotel to  
prioritise individual or collective  
staff satisfaction?**





QUESTION

**1. During dinner rush, a chef spills boiling water, sustaining a minor burn. They seek aid, which leaves their position open. What do you do?**

- A.** Tell them to ignore the burn, there are guests waiting!
- B.** Send them to the doctor and let the kitchen manage the loss of personnel.
- C.** Provide first aid, delegate tasks and resume service.



**KITCHEN**

**2. Your colleague asks you to cover for them and wash dishes while they go on a quick break. 25 minutes later, they are nowhere to be found!**

**A.** Leave your position for a few minutes and inform the kitchen expeditor.

**B.** Do nothing and keep covering up for your colleague.

**C.** Shout for somebody else to come and help.



**KITCHEN**

**3. You just punched in for shift when a large order comes through. Having not eaten much all day, you find yourself feeling really hungry.**

**A.** Prepare your meal and eat it before helping out.

**B.** Ignore your hunger even though it will make you tired and less fit for work.

**C.** Inform colleagues, eat a snack and wait until the team has less work pressure.





**KITCHEN**

**4. Guests ask for specific food (e.g. plant-based keto) that is not on the menu. The hotel policy is to cater for all guest needs.**

- A.** Accept the challenge! Find a solution that suits your team's skills.
- B.** Let a chance pass by and inform the guest that you cannot accommodate a special diet.
- C.** See with the kitchen and service team what to do next time for such a request.



**KITCHEN**

**5. The head chef's impromptu menu alterations upset a colleague who then makes a dramatic exit leaving the kitchen in chaos.**

- A.** Gather the team to redistribute duties and then notify the management.
- B.** Halt operations to collectively strategise a plan to retrieve the colleague.
- C.** Call an emergency meeting to reassign responsibilities and appoint a 'peace ambassador'.



**KITCHEN**

**6. It is a busy dinner service. A line cook is overwhelmed by the noise and pace of the kitchen, leading to difficulty in coordinating orders.**

- A.** Designate a workspace with minimal distractions for the cook and allow for small breaks.
- B.** Ignore the problem; they will get used to it over time.
- C.** The cook must look for another role which is not in the kitchen.



**KITCHEN**

**7. It's breakfast time, and the head chef discovers that the order for tomatoes has not been delivered. What do you do?**

- A.** Proceed to serve breakfast without tomatoes.
- B.** Send someone to get tomatoes at a local market, leaving their position.
- C.** Order an emergency delivery and offer alternative breakfast options for the time being.





**KITCHEN**

**8. As the restaurant opens for lunch, the waiters are overwhelmed with orders. The kitchen cannot keep up. Guests are served cold food.**

**A.** Suspend all kitchen operations and call an emergency meeting to re-organise everybody.

**B.** Ask the waiters to take drink orders first to give the kitchen time to catch up.

**C.** Offer guests a complimentary drink or dessert and apologise for the delay.



**KITCHEN**

**9. Six kitchen staff members (out of ten) are ill, resulting in severe understaffing this evening.**

- A.** Continue working as usual and be prepared to work overtime if necessary.
- B.** Inquire with other departments if they can spare any staff to assist.
- C.** Postpone less urgent tasks until the following morning.



**KITCHEN**

**10. You have a new veggies supplier. You must introduce your new colleague for the first time to delivery, control, and storage.**

**A.** Show your colleague what to do.

**B.** Instruct your colleague to check the lists (i.e.) what is missing from the order list.

**C.** Explain to your colleague how to improve delivery service.



**KITCHEN**

**11. A customer with allergies requests a special meal. The line cook is not accustomed to preparing allergy-safe meals.**

- A.** Prioritise the customer's needs over the comfort of the employee.
- B.** Ask the customer to be patient and compromise on their immediate request.
- C.** Support the cook by pairing them with a teammate.





**KITCHEN**

**12. A manager decides to assign all cleaning tasks to female employees and all equipment maintenance to male employees. He sees no problem.**

- A.** This is good; members of each gender are better suited for each task.
- B.** Tasks should be distributed according to experience and expertise
- C.** It would be best to enforce a 'task rotation' plan.



**KITCHEN**

### **13. An internet outage in back-office disrupts reservations and guest services.**

- A.** Tell all guests to return later.
- B.** Handle questions, note guest info and call back if reservations fail without internet.
- C.** Just make the reservations, write them down and hope there is availability.



**BACK-OFFICE**

**14. Gossipers in the office are laughing at an introverted colleague because of a particular post they shared on social media. What do you do?**

- A.** Secretly report them to the manager.
- B.** Do nothing, you may be their next 'target'!
- C.** Explain that their behaviour is wrong and that next time they will be reported.



**BACK-OFFICE**

**15. During a beach barbecue event, a sudden rainstorm begins forcing everyone to seek shelter indoors. You...**

- A.** Inform the event team to coordinate moving the event indoors as quickly as possible.
- B.** Continue with the barbecue as planned, hoping the storm will pass quickly.
- C.** Tell the guests to leave and offer a refund.





**BACK-OFFICE**

**16. Your team is asked to create a special offer for a client group from a culture that you have not worked with before.**

- A.** Make an offer (e.g. special menu) different to other hotels in town.
- B.** Make a joint checklist of details to find out before further elaboration.
- C.** See what to tell your management and if turning this down is an option.



**BACK-OFFICE**

**17. An experienced reservations manager struggles with the new booking software causing a slowdown in reservations.**

- A.** Implement training sessions for the team to ensure proficiency with the new software.
- B.** Revert to the old software for tasks assigned to this employee.
- C.** Arrange personalised, one-on-one training for the employee.



**BACK-OFFICE**

**18. On a busy day, the manager asks the accounting team to ignore the standard server update procedures. One colleague does not understand why.**

**A.** Explain that flexibility is sometimes needed to overcome issues.

**B.** Today is too busy and there is no time for detailed explanations.

**C.** Explain that sometimes corners must be cut for the sake of getting the job done.



**BACK-OFFICE**

**19. A guest's luggage has gone missing after they arrived to the hotel. The guest is furiously shouting at the receptionist.**

- A.** Gather a few colleagues and search together with the guest.
- B.** Look through camera footage to check what happened with the luggage.
- C.** Give the guest a cheque to buy new clothing.





**BACK-OFFICE**

**20. Someone is listening to loud music on their computer through the speakers, irritating you and others. How do you address this issue?**

- A.** Confront them and ask them to show some respect for other people.
- B.** Leave the room and have your lunch elsewhere from now on.
- C.** Kindly ask them to use headphones and remind them that some people may still be working.



**BACK-OFFICE**

**21. You are always given the same task with little variety. You don't feel challenged.**

**A.** Keep doing the task that is assigned to you.

**B.** Make colleagues swap tasks with you.

**C.** Ask your manager if you can arrange a meeting to discuss your work tasks.



**BACK-OFFICE**

**22. Internet reviews show increasing complaints about the hotel service. What do you do?**

- A.** Prepare a guest survey in order to identify the core problem.
- B.** Call a management meeting to discuss the reasons and how to improve.
- C.** Call the back-office managers and tell them to get their act together.



**BACK-OFFICE**

**23. An employee excels in data entry due to their attention to detail, yet their direct communication style has caused misunderstandings.**

- A.** Advise the employee to adjust their communication style to avoid further complaints.
- B.** Schedule a team meeting and provide neurodiversity awareness training.
- C.** Reassign the employee to a role with minimal team interaction to reduce complaints.





**BACK-OFFICE**

**24. The store manager is upset with a supplier and expresses his anger toward another employee, who now wants to quit.**

- A.** The storekeeper should show no remorse and refrain from apologising.
- B.** The storekeeper should accept responsibility and apologise. It will never happen again.
- C.** The storekeeper should apologise but explain that this is part of the job.



**BACK-OFFICE**

**25. A guest finds their room is not cleaned at check-in and complains about the housekeeper. The housekeeper has been feeling bad today.**

- A.** Apologise and offer them a new room right away, with complimentary champagne.
- B.** Tell them to wait in the lobby and get the room cleaned while they wait.
- C.** Give them a cart with cleaning equipment and tell them how to clean the room.



**FRONT-OFFICE**

**26. A guest is 'hitting on' the receptionist. As you approach, he changes the subject and says he's there to request some towels. You respond...**

- A.** "Go away, I know what you are doing!"
- B.** "We will send a housekeeper right away sir, you can go now."
- C.** "I kindly remind you that this behaviour is inappropriate, and I ask you to leave."



**FRONT-OFFICE**

**27. A person who is not a hotel guest has been sitting in the lobby, harassing guests and staff. They refuse to leave.**

- A.** Inform them that you are legally obliged to call the police unless they leave immediately.
- B.** You ignore the individual's behavior and focus on your guests.
- C.** You play the music loud enough in the hopes that he will leave.





**FRONT-OFFICE**

**28. During peak time (incoming guests), the registration system breaks and you cannot issue the access keys. How do you handle this problem?**

- A.** It is not your responsibility. Leave the scene and tell your colleagues to help.
- B.** Apologise for the delay.
- C.** Gather all guest details, register them and inform them about delayed access to the room.



**FRONT-OFFICE**

**29. A guest who uses a wheelchair is frustrated that the accessible room is not ready despite it being past check-in time.**

- A.** Tell the guest to wait in the lobby.
- B.** Apologise and offer a complimentary drink in the lobby.
- C.** Offer a complimentary upgrade to an available premium room.



**FRONT-OFFICE**

**30. A guest expresses frustration with the check-in process. The receptionist is having difficulty understanding their tone and body language.**

- A.** Offer to review their reservation details together, addressing any issues promptly.
- B.** Ask the guest to calm down first.
- C.** Insist that there is nothing wrong with the process.



**FRONT-OFFICE**

**31. The front desk receives multiple questions at the same time. Overwhelmed, a receptionist struggles to handle the work.**

- A.** Assist by addressing guest queries at the desk, freeing them to manage calls.
- B.** Sometimes a job gets busy. Let them deal with it.
- C.** Ask someone from the back-office to step in.





**FRONT-OFFICE**

**32. Through CCTV, the receptionist notices that a person is lying on the ground next to the pool. What should the receptionist do?**

- A.** Nothing; probably just another drunk!
- B.** Call 112 and leave their position to check if the person is alright.
- C.** Call security to go check on them and call 112.



**FRONT-OFFICE**

**33. A guest calls to report being injured and needing assistance to their room. However, you have many guests waiting to check-in.**

- A.** Ask the guest to wait while you assist other guests with check-in.
- B.** Stay calm and assure them that you will immediately send someone to help.
- C.** Instruct the guest to contact 112 so you can continue helping with the check-in.



**FRONT-OFFICE**

**34. During the day, a young lady asks for your help because she feels stalked by someone. She is a guest in your hotel.**

- A.** Ask security or a manager to check CCTV footage and call 112.
- B.** Call security and ask them to find the alleged perpetrator.
- C.** Follow her outside the hotel and look for the perpetrator yourself.



**FRONT-OFFICE**

**35. During a busy check-in period, a new employee skilled in guest interaction struggles to manage the high volume of guests causing delays.**

- A.** Reallocate the new employee to back-office tasks during peak hours.
- B.** Allow the employee to continue, valuing their contributions to the guest experience.
- C.** Encourage them to socialise with the guests later.





**FRONT-OFFICE**

**36. A guest approaches a staff member with a complaint about their room. They struggle with interpreting the guest's frustration. They should...**

- A.** Avoid any discussion and ask the guest to come later to see the manager.
- B.** Ignore the guest's emotions and read the directory rules about the issue.
- C.** Listen to the concerns and inform that the complaint will be addressed to the management.



**FRONT-OFFICE**

**37. During a busy dinner, the new waiter spills a tray of drinks on the guests' table.**

- A.** Give them some napkins to dry it off and bring new drinks.
- B.** Ask for help to clean, replace the ruined items for free and offer drinks on the house.
- C.** Request help to clean and dry; replace the ruined items but charge for them.



**RESTAURANT**

**38. A guest with a half-board package asks you to let them exchange their half-board meal tomorrow for dinner tonight.**

- A.** Allow them to have their way, just this once!
- B.** Explain that this is not acceptable and ask them to leave.
- C.** Explain that it is not possible, but you can arrange a free drink if they dine there.



**RESTAURANT**

**39. The restaurant is quiet today, resulting in overstaffing. Your shift isn't over for two more hours. The team has more staff than necessary.**

- A.** Go to the staff room to kill time on your phone.
- B.** Help out in the kitchen or predo the monthly duties.
- C.** Check with the team to see if anyone can leave early.





**RESTAURANT**

**40. At the end of a meal, a guest has problems with their credit card. It simply does not work. What can you do?**

- A.** Seek help from a colleague.
- B.** See with the guest where to get cash or access an ATM.
- C.** Discuss the case with your team and develop a plan for such situations.



**RESTAURANT**

**41. A family with a child who is hypersensitive to loud sounds requests a quiet table, but the only available tables are near the noisy kitchen.**

**A.** Explain that nothing can be done.

**B.** Explain the situation and offer free refreshments while they wait for a table.

**C.** Ask other guests to move tables and seat them in a quieter part of the restaurant.



**RESTAURANT**

**42. A customer at the bar has a complex order with several customizations. The bartender struggles to process the order. They should...**

- A.** Politely clarify the customer's order. Repeat it and use notes to ensure accuracy.
- B.** Ask the customer to make a less complicated order.
- C.** Apologise and call another colleague to take the order.



**RESTAURANT**

**43. During a bustling lunch service, the new waiter accidentally overlooks a guest's order, causing a delay.**

- A.** Apologise, prioritise the order and offer complimentary desserts.
- B.** Apologise and put the order in.





**RESTAURANT**

**44. The chef is shouting at another waiter who accidentally gave an order twice. The restaurant manager is away in a meeting. You...**

- A.** Go in the kitchen and tell the chef to tone it down, customers can hear everything!
- B.** Do nothing, wait for the manager to return.
- C.** Apologise to the guests, ask the chef to take a break and report the incident later.



**RESTAURANT**

**45. A table complains about a wrong order.  
You overhear their waiter answering rudely  
and accusing them of lying.**

- A.** Intervene immediately to calm them both, and apologise to the guests.
- B.** Let your colleague handle it.
- C.** Rush to report the situation to the manager.



**RESTAURANT**

**46. Lately, you've had more problems with drunken guests disturbing the peace and quiet on Friday nights. You need an appropriate solution.**

- A.** Call security to kick them out of the establishment.
- B.** Inform them that you are legally obliged to refuse service and offer non-alcoholic drinks.
- C.** Suggest them to go to their rooms or rest in the reception area until they sober up.



**RESTAURANT**

**47. A VIP announces their arrival within an hour, and their suite needs a thorough cleaning. The housekeeper does not work well under pressure.**

- A.** Redirect the housekeeper to other duties, allowing others to prepare the suite.
- B.** Have the housekeeper focus on tasks they excel at, e.g. inspection, while others clean.
- C.** Tell the housekeeper to hurry up and do their best.





**RESTAURANT**

**48. A customer rudely complains to a waiter about the quality of their meal. The waiter struggles to manage their emotions. They should...**

- A.** Call the supervisor and take care of different work tasks.
- B.** Offer complimentary dessert and/or drinks.
- C.** Not pay attention to the rude customer.



**RESTAURANT**

**49. A guest reports a strange odour coming from their room. Investigation reveals a hidden mold issue.**

- A.** Hang up some refresheners and fix it after they're gone.
- B.** Relocate the guests to another room with a free upgrade.
- C.** Have cleaners fix the mold the same day and leave the guests in the room, problem solved.



**GUEST ROOMS**

**50. You help a guest to their room, carrying their luggage. The guest thanks you for the service, but does not tip you. You think to yourself...**

**A.** What a stingy &\*@#\*\$ !!!

**B.** I should welcome the guest and continue my day.

**C.** I am terrible at this job!



**GUEST ROOMS**

- 51. While cleaning a room, you discover that a guest has been smoking cigarettes inside and left the filters in the bin. You...**
- A.** Spray the room with extra air freshener and throw out the trash.
  - B.** Write a note to the guest, demanding them not to smoke inside again.
  - C.** Clean the room thoroughly and report the situation to your manager.





# GUEST ROOMS

**52. You've recently noticed that rooms are being used between check-ins. Could it be your colleagues?**

- A.** Get in touch with your supervisor and inform them about your suspicions.
- B.** Call your colleagues and tell them to stop.
- C.** Discuss your concerns with your colleagues when you are on the same shift again.



# GUEST ROOMS

**53. A guest who is a wheelchair user discovers that they've accidentally been booked into a standard room without accessibility features.**

- A.** Apologise and arrange a free upgrade to a premium room with accessibility features.
- B.** Bring additional aids or equipment to make their current room accessible.
- C.** Give a discount for their stay, while making immediate adjustments to their current room.



# GUEST ROOMS

**54. A new colleague is assigned to manage the inventory of cleaning supplies, but they are unsure what to do.**

- A.** Provide written instructions and visual aids to supplement verbal training.
- B.** Provide another week of training and see how they are doing again.
- C.** Offer a bonus to another maid to do it.



# GUEST ROOMS

**55. Upon entering their room, a guest sees that the TV remote is not working. They inform the front desk and begin blaming the housekeepers.**

- A.** Tell them to use the buttons on the TV instead of the remote.
- B.** Send a technician over to replace the TV.
- C.** Send someone over to check it out and replace the batteries.





**GUEST ROOMS**

**56. Your colleague goes on frequent breaks. You end up having to clean almost twice as many rooms as him.**

- A.** Work division should be fair! Warn that you will not take over his responsibilities again.
- B.** Tell him to stop dumping extra work on you or you will report him to the management.
- C.** Report him to the management and wait to see what happens.



**GUEST ROOMS**

**57. A guest has requested additional towels. You realise that there are no clean ones left due to a delay in the laundry room.**

**A.** Go on with the housekeeping without changing the towels.

**B.** Rush to the laundry room and tell your colleagues to hurry up!

**C.** Leave a card informing the guest about the delay and that towels will be brought soon.



# GUEST ROOMS

**58. You have got new cleaning products. You notice that they are not working very well.**

- A.** Use them as per the instructions even if they are not so good.
- B.** Use them as you are used to, with the risk of bad odour and stains.
- C.** Write a report to the management and request a solution.



**GUEST ROOMS**

**59. During a busy period, the housekeeping team must prepare rooms quickly but a detail-oriented employee causes delays.**

- A.** Reassign the employee to areas that don't directly impact the readiness of the rooms.
- B.** Let the employee continue their assignment, valuing the quality of work over speed.
- C.** Pair the employee with a faster-working colleague to split the tasks.





# GUEST ROOMS

**60. During a busy check-in period, a guest approaches the front desk and offers the receptionist an extra tip if they let them skip the queue.**

- A.** Politely apologise and assure the guest that they will be checked in soon.
- B.** Accept the tip and let the guest skip the queue.
- C.** Ask the guest to raise the tip, and you will see what you can do.



**GUEST ROOMS**



**GAME MANUAL**



# HOTEL HOST: GAME MANUAL



## Premise of the Game

In 'Hotel HOST,' you manage a rising hotel known locally for its excellent facilities, welcoming staff, and great work environment. Can you maintain this reputation in the ever-changing hospitality industry?

Collaborate with your teammates to solve workflow issues and provide excellent service to your guests. Success will earn you a place among the renowned hotels in your area.

## Preparation

### 1. Set Up the Board:

Place the Hotel HOST board on the table so all players can see it.

### 2. Shuffle Question Cards:

Shuffle the Question cards and place them facedown on the board.

### 3. Organize Room Cards:

Organise the room cards into piles by type, shuffle each pile, and place them facedown on the appropriate spaces on the board.

### 4. Select a Hotel:

Shuffle the Hotel cards and draw one at random, or choose one you like.  
This is the hotel you will manage during the game.

### 5. Position Quality Markers:

The game leader reads the outcome, adjusts the Job Satisfaction and Service Quality tokens, and provides a verbal explanation.

# HOTEL HOST: GAME MANUAL



## Round Structure

The player with the longest tenure at the hotel starts. Play proceeds clockwise until each player has had two turns.

1. At the start of a turn, the player rolls a six-sided dice.
2. Compare the dice roll to the reference card to determine which card to play.

## Playing a Question Card

- The player reads a question card aloud.
- If the question is for themselves, they answer it.
- If they pass the question to someone else, that person answers it.
- Other players can react after the designated person answers, agreeing or disagreeing.
- After a brief discussion, the game leader awards points as indicated on the card.

## Playing a Scenario Card

- The player reads the scenario and possible answers to the group.
- Players discuss and choose an answer together. The game leader ensures the discussion is concise and fair.
- The majority decides the outcome; if no majority is reached, the game leader decides.
- The game leader reads the outcome, adjusts the Job Satisfaction and Service Quality tokens, and provides a verbal explanation.

# HOTEL HOST: GAME MANUAL



## Ending

### Scoring:

The game ends once all players have had two turns of rolling the dice and playing a card.

### Example:

- Points earned from answering questions: 12
- Job Satisfaction track: 6
- Service Quality track: 3
- Final score:  $12 + 6 + 3 = 21$  points

### Comparison Table:

- Hotel The Golden Horse: 25 point
- Hotel Heaven's Pillow: 20 point
- Hotel Willow Flower: 15 point
- Hotel Bronze Fence: 10 point
- Hotel Broken Kettle: 5 point

Did you beat all five hotels? If not, try playing again to improve your score!



1. During a busy dinner service, one of the chefs accidentally spills a pot of boiling water, causing a minor burn on their arm. They quickly seek first aid from the kitchen's designated safety officer while another chef takes over their station through delegation to ensure the smooth continuation of service. The team should pick C, where they handle the situation calmly and professionally, with the injured chef returning to work after receiving appropriate care.

A: JS: --, SQ: +  
B: JS: --, SQ: -  
C: JS: +, SQ: +

2. While doing any kind of work, it is absolutely normal for people to need breaks for various reasons. In this case, the colleague asks us to cover up for them and goes away for much longer than they should. This does not necessarily mean that they are slacking off, perhaps something happened to them. Players should choose option A, as it is the best option that considers professional responsibility and also informs the supervisor of the missing colleague.

A: JS: +, SQ: -  
B: JS: -, SQ: -  
C: JS: -, SQ: -

3. It is expected of you that you arrive well prepared to your shift. Sometimes this is not the case and it is always allowed to take a break or to eat your staff-meal during a shift. Option A takes care of urgent needs promptly, ensuring you can perform tasks for the rest of the shift. However, it's crucial to consider your team and communicate your needs to adjust breaks during busy times, ensuring no one is left behind, which is why option C is best.

A: JS: -, SQ: -  
B: JS: -, SQ: -  
C: JS: +, SQ: +

4. Green environment, energy supply, increase in allergies, new food produce, and many more are drivers of change. Keeping up with new developments and guest needs in diets should co-exist with any other aspects of your restaurant's culinary policy. (A) Turning down specific guest wishes should never be a solution. You should try to find an alternative menu with present ingredients to suit your guest's needs. (B) In the long run, you should plan with all the team in the restaurant how to best react in the future. (C)

A: JS: +, SQ: +

B: JS: -, SQ: -

C: JS: -, SQ: +

5. Preparing and serving quality food is the highest priority. Although it is challenging to instantly resolve such a situation, kitchen staff and management must swiftly address the issue without sacrificing quality. Players should choose option A.

A: JS: +, SQ: +

B: JS: -, SQ: -

C: JS: -, SQ: -

6. Assigning a designated workspace with minimal distractions helps the cook manage sensory overload during busy dinner services. This approach creates a quieter, more focused environment, enabling the cook to concentrate on their tasks effectively despite the chaos of the kitchen. Players should choose option A.

A: JS: +, SQ: +

B: JS: -, SQ: -

C: JS: -, SQ: -

7. As the kitchen staff prepares for breakfast service, the head chef discovers that a crucial ingredient for a signature dish is missing from the inventory. They should coordinate with the purchasing department to arrange an emergency delivery. In the meantime, the kitchen team improvises by offering alternative breakfast options to ensure guests' satisfaction.

A: JS: -, SQ: -

B: JS: -, SQ: +

C: JS: +, SQ: +

Players should choose option C.

8. As the restaurant opens for lunch, the kitchen expeditor notices that the waiters are overwhelmed with orders. The kitchen cannot keep up with all the orders, and the first guests that came in are now being served cold food. Players should pick B or C, which are both viable and professional ways to address this situation; however, one is not better than the other!

A: JS: -, SQ: -  
B: JS: +, SQ: -  
C: JS: -, SQ: +

9. In times of severe understaffing, it's crucial to consider options that alleviate the strain. Option B involves seeking assistance from other departments, ensuring smoother operations despite the shortage. Similarly, option C suggests postponing less urgent tasks, allowing the team to focus on critical responsibilities and maintain service quality under challenging circumstances.

A: JS: +, SQ: +  
B: JS: -, SQ: +  
C: JS: +, SQ: +

10. Delivery of high-quality goods you need in the restaurant is as important as preparing the best menus and providing the best service performance. It is important to get all colleagues on board about (new) procedures, repeat some regularly, share work with clear responsibilities, and share information on criteria and procedures. Keeping quality at a high level should be an overall consideration, but selecting purchase service might be a chef's decision after all. Option A is the best.

A: JS: +, SQ: +  
B: JS: -, SQ: +  
C: JS: +, SQ: +

11. Pairing up the employee with a teammate will

A: JS: -, SQ: +  
B: JS: -, SQ: +  
C: JS: +, SQ: +

encourage the development of new skills without compromising the service quality. Players should choose option C.

12. Options B and C are correct because they address the need for applying correct diversity practices in the kitchen, promoting equality and fairness among employees.

A: JS: -, SQ: -  
B: JS: +, SQ: +  
C: JS: +, SQ: +

13. In the back-office, a sudden internet outage strikes, halting essential systems for reservations and guest information. With the internet being down, the staff struggles to manage bookings, causing disruptions in guest services. The staff should deal with the questions as well as they can and write down reservations with client details. If the rooms are full when the internet is back, call the guests. This option brings extra workload but is the best possible scenario. Option: B.

A: JS: -, SQ: -  
B: JS: -, SQ: +  
C: JS: +, SQ: +

14. As a member of the accounting staff, you've recently been hearing gossip about a colleague of yours who tends to keep to themselves. The gossipers are now laughing at them because of a particular post they shared on social media. Gossiping is one of the most common forms of bullying that often goes unaddressed, leading to long-term problems in the work place. Players should select option C, as it gives bullies the chance to understand their mistake and make amends before escalating the matter.

A: JS: -, SQ: +  
B: JS: -, SQ: -  
C: JS: +, SQ: +

15. The weather can 'make or break' an outdoor event

A: JS: +, SQ: +  
B: JS: -, SQ: --

like a beach barbecue. When organizing such events, a good practice is to always have some provisions for a plan B, usually referring to the necessity to move the event indoors in an organized manner. Players should choose option A.

C: JS: +, SQ: -

16. Globalisation in tourism is a fact, and gaining new client groups might be an important income stream. In case you do not know anything about them, you should assume there are differences in expectations and typical behaviour possibly due to cultural, religious, ethnic, or other factors you need to know to offer a high-quality guest experience. It is good to find out more details, and if no planning tool is available, start from scratch (B). Turning down the opportunity to issue an offer should be the last solution unless you have a sincere clue that there might not be a chance to run the service. (C)

A: JS: +, SQ: +

B: JS: +, SQ: -

C: JS: -, SQ: -

17. Allocating resources to additional training is the most appropriate way to ensure that the team is proficient with the new software. Therefore, players should choose either option A or option C, depending on their needs. Both are equally right!

A: JS: +, SQ: +

B: JS: -, SQ: -

C: JS: +, SQ: +

18. Arranging a meeting with the staff, where the manager explains why changes are sometimes unavoidable, particularly on busy days. This approach ensures clear communication, understanding, and inclusivity, addressing the employee's concerns directly. Therefore, players should pick option A or C.

A: JS: +, SQ: +

B: JS: -, SQ: -

C: JS: +, SQ: +

19. Upon arrival, a guest discovers that their luggage is missing. They inform the reception and argue with them angrily. The hotel investigates, reviewing CCTV footage and contacting relevant staff. After an hour, they locate the luggage, misplaced during transfer. An apologetic staff member delivers it promptly, ensuring the guest's relief and satisfaction. (B)

A: JS: -, SQ: --  
B: JS: +, SQ: +  
C: JS: -, SQ: --

20. One colleague in this office has recently picked up the habit of listening to loud music on their computer speakers during their lunch break. Headphones are available, but they decline to use them. This kind of problem may appear once in a while in an office space, especially when the people in question overestimate how comfortable others may be in a situation like this. The best option for players is C, as it avoids direct confrontation in a respectful manner.

A: JS: -, SQ: -  
B: JS: -, SQ: -  
C: JS: +, SQ: +

21. Feeling unmotivated or uninspired due to tasks that don't match your qualifications is common and can hinder professional development. Option C is the best choice, as it's essential to communicate with your manager about these concerns. Even if they can't immediately offer desired tasks, informing them of your aspirations is beneficial for future opportunities that better align with your skills and career goals.

A: JS: -, SQ: -  
B: JS: +, SQ: -  
C: JS: +, SQ: +

22. A guest journey experience starts with planning it, involves events throughout the stay, and goes even beyond the time of departure. For hotels, guest satisfaction is of high importance and staff should make the guest's experience memorable in a positive

A: JS: +, SQ: +  
B: JS: -, SQ: +  
C: JS: -, SQ: -



way, involving all the staff. Guest satisfaction surveys should be in place in order to identify problems.

Players should choose option A.

23. Players should choose option B. Educating all staff on neurodiversity enables them to understand diverse communication styles and develop interpersonal skills necessary for effective collaboration.

A: JS: --, SQ: --  
B: JS: +, SQ: +  
C: JS: --, SQ: --

24. Option B is the best because it demonstrates accountability and empathy. The storekeeper accepts responsibility, apologises, and asks for forgiveness, fostering a positive work environment and addressing the immediate issue effectively.

A: JS: -, SQ: -  
B: JS: +, SQ: +  
C: JS: -, SQ: -

25. A guest checks in and finds their reserved room is not cleaned. Frustrated, they express their dissatisfaction at the front desk. The receptionist, quick to address the issue, apologises, offers an immediate room change and provides complimentary amenities as a gesture of goodwill. The guest appreciates the swift resolution, turning a potentially negative experience into a positive one. (A)

A: JS: +, SQ: +  
B: JS: +, SQ: -  
C: JS: -, SQ: --

26. A guest is inappropriately 'hitting on' the receptionist and you can see that she is feeling uncomfortable. When the guests sees you approaching, he says he's there to request some towels for his room. It is quite obvious that this is not the case. This kind of behaviour from guests is a form of occupational violence and is a common incident in the hospitality industry. The best options for players are B and C, although none of

A: JS: -, SQ: -  
B: JS: -, SQ: +  
C: JS: +, SQ: -

them is better than the other.

27. According to the hotel's policies, non-guests are not allowed to use the lobby for long periods. To provide good service, a proactive approach would be to politely inform non-guests of the potential consequences of their behaviour while still remaining service-minded. Players should choose option A.

A: JS: +, SQ: +  
B: JS: -, SQ: -  
C: JS: -, SQ: --

28. Problems with software or energy supply may occur at any time. Maintaining a professional attitude and understanding is critical. Players should choose option C. They should proceed with the registration process as much as possible to give guests a positive welcome and first experience at the hotel. Perhaps offering complimentary drinks until the problem is resolved is also an option.

A: JS: +, SQ: -  
B: JS: +, SQ: -  
C: JS: +, SQ: +

29. This situation is very likely to happen in any hotel. Players should choose options B or C. Players can discuss which would be the better option, depending on their own experiences and the potential availability of premium rooms.

A: JS: --, SQ: --  
B: JS: +, SQ: +  
C: JS: +, SQ: +

30. The staff member should offer to review the reservation details with the guest, addressing any issues promptly to ensure accuracy and provide a smooth check-in experience. Players should choose option A. This proactive approach demonstrates attentiveness and helps de-escalate the guest's frustration while maintaining professionalism.

A: JS: +, SQ: +  
B: JS: -, SQ: +  
C: JS: -, SQ: -



31. During peak hours, the front desk receives multiple inquiries simultaneously. Overwhelmed, a receptionist struggles to handle the influx of guests, resulting in long wait times and dissatisfaction. Meanwhile, phone calls go unanswered, exacerbating the chaos. The disorganization leads to guest complaints and tarnishes the hotel's reputation. Getting someone from the back-office to help is the best option, as they have the administrative skills and tools to deal with the requests. (C) Although option A is a nice gesture too, the score remains the same as not all questions can be answered and it can be overwhelming for someone without the proper tooling.

A: JS: -, SQ: -  
B: JS: --, SQ: --  
C: JS: +, SQ: +

32. It is late at night, and the receptionist notices a person lying on the ground next to the pool through the CCTV. Such an incident or something similar may occur in a hospitality establishment, especially during late hours, when guests return from their night out and may be intoxicated. In this case, the best option is option C, as it allows the receptionist to maintain control of the reception area and remain available to contact 112 if necessary.

A: JS: -, SQ: -  
B: JS: +, SQ: -  
C: JS: +, SQ: +

33. When a guest calls to report an injury, it's essential to handle the situation seriously, even if the reception is busy. Option B is best. Use a few minutes to find a colleague who can prioritise the injury so you can focus on checking guests in again.

A: JS: +, SQ: -  
B: JS: +, SQ: +  
C: JS: -, SQ: --

34. Whenever people feel in danger, e.g. stalked, and ask for help, you should first make sure that the scene is

A: JS: +, SQ: +  
B: JS: +, SQ: -  
C: JS: -, SQ: -

clear to avoid harm to anybody. To help people feel comfortable again, discretely clarify the situation with the involved and ask for help from the management and even the police in case of conflict. Specific training might be a good investment to help solve future events. Players should choose option A.

35. Players should choose options B or C. Option B is not ideal, but it can be acceptable in some situations. Option C is the most professional approach and it helps employees maintain their focus on the task at hand while also respecting the quality of their interactions with guests.

A: JS: -, SQ: -  
B: JS: -, SQ: +  
C: JS: -, SQ: +

36. The staff member should listen to the guest's concerns and, if unable to solve the issue, inform the guest that their complaint will be transferred to the manager for a quick resolution. Players should choose option C. This approach ensures effective communication and problem-solving and maintains professionalism in handling all kinds of complaints.

A: JS: +, SQ: -  
B: JS: +, SQ: -  
C: JS: +, SQ: +

37. During a busy dinner service, a waiter spills a tray of drinks on a guest's table. They should swiftly clean the mess, offer complimentary replacements, and ensure the guest's satisfaction, turning a potential disaster into a memorable recovery. Players should choose option B.

A: JS: --, SQ: --  
B: JS: +, SQ: +  
C: JS: +, SQ: --

38. The guest demands to have their tomorrow's half-board meal replaced with a free dinner this evening. They explain that they will not be having any meals

A: JS: +, SQ: -  
B: JS: -, SQ: -  
C: JS: +, SQ: +

at the hotel tomorrow and argue that this change makes no difference to the hotel at the end of the day. The team should pick C, where they can handle the situation professionally while maintaining high-quality standards and incentivising the guest to dine at the hotel as a paying customer.

39. Some days are just slow days. These days might have fewer customers than usual; however, the team can use the time effectively to catch up on chores that have been neglected on busy days. When you have done these, it is okay to request to leave earlier. Therefore, B and C are the best options.

A: JS: -, SQ: -  
B: JS: +, SQ: -  
C: JS: +, SQ: +

40. You may encounter situations where a guest cannot make a payment. It's important to remember that they may genuinely want to pay but experience valid issues, such as problems with the credit card machine. If you're new to the team, ask a colleague to speak with the guest (A). However, you can first ask if they can pay in cash or leave a valuable item as a promise to return after visiting the nearest ATM (B). Avoid discussing specific case scenarios in front of the guest; instead, bring these conversations to your supervisor afterwards to help address similar situations in the future (C).

A: JS: -, SQ: -  
B: JS: +, SQ: +  
C: JS: +, SQ: -

41. It is recommended that the players opt for option B, which is considered to be the most professional approach. In some exceptional cases, the waiting staff or restaurant hosts may choose actions similar to option C; however, such actions should generally

A: JS: --, SQ: --  
B: JS: +, SQ: +  
C: JS: +, SQ: -

be avoided as they can compromise the other guests' experience.

42. The bartender should politely clarify the customer's order, repeat it back for confirmation, and utilise visual aids or written notes to ensure accurate preparation while managing their own challenges. Players should choose option A.

A: JS: +, SQ: +  
B: JS: -, SQ: -  
C: JS: -, SQ: +

43. During a bustling lunch service, a waiter accidentally overlooks a guest's order, causing a delay. They should expedite the meal's preparation, offer a complimentary dessert, and ensure attentive service throughout. Impressed by the waiter's sincerity and efforts to make amends, the guest will leave with a smile, appreciating the restaurant's commitment to customer satisfaction. The team must choose option A.

A: JS: +, SQ: +  
B: JS: -, SQ: -

44. Another waiter accidentally entered an order twice in the system, triggering a bad and rude reaction from the chef. As the manager is away, there is nobody who can take charge of this situation and resolve the conflict. Professional kitchens can be extremely stressful environments for workers, who often resort to shouting at each other to cope with the pressure. The best option for players is option C, as it potentially de-escalates the situation to a manageable level until the manager returns to take over.

A: JS: -, SQ: -  
B: JS: -, SQ: -  
C: JS: -, SQ: +

45. Players should choose options A or C, as they are the most professional ways to handle a situation like

A: JS: +, SQ: +  
B: JS: +, SQ: -

this. If the staff is not confident enough to intervene and de-escalate the situation, calling the manager immediately is the next best option. Waiters should never take things personally when interacting with guests!

C: JS: +, SQ: +

46. Fridays are busy nights when many people go out to party. In case some guests show first signs of drunkenness, you should inform them politely that you are willing to serve them drinks other than alcoholics and avoid any disturbing scenes. Bartenders/waiters are legally allowed to refuse service to drunk guests if they are causing trouble. Players should choose options B or C.

A: JS: -, SQ: -  
B: JS: +, SQ: +  
C: JS: +, SQ: +

47. Players should choose options A or B, as they are the most appropriate and professional responses. If the waiter is unsure how to handle a situation like this, it is always best to call the supervisor.

A: JS: -, SQ: +  
B: JS: +, SQ: +  
C: JS: -, SQ: -

48. Players should choose options A or B, as they are the most appropriate and professional responses. If the server is unsure of how to handle a situation like this, it is always best to call the supervisor.

A: JS: -, SQ: +  
B: JS: +, SQ: +  
C: JS: -, SQ: -

49. A guest reports a strange odour emanating from their room. Investigation reveals a hidden mold issue. The hotel relocates the guest, conducts a thorough cleaning, and offers compensation. The staff works diligently to rectify the situation, ensuring the guest's comfort and satisfaction while implementing measures to prevent future occurrences. Players

A: JS: -, SQ: -  
B: JS: +, SQ: +  
C: JS: +, SQ: -

should opt for option B.

50. In many countries, it is widely expected that service attendants, valets and concierge staff receive a tip when providing services to guests. However, tipping is a bonus and not an obligation from the guests. Not receiving a tip does not necessarily mean that one has provided bad services and should not be taken personally. The best option is option B.

A: JS: -, SQ: -  
B: JS: +, SQ: +  
C: JS: -, SQ: -

51. Many hotels enforce a non-smoking policy, typically communicated during room booking, which the guest violated. Option C is the most appropriate choice as it addresses the issue effectively while also involving an appropriate solution, ultimately ensuring guest satisfaction and adherence to hotel policies.

A: JS: +, SQ: -  
B: JS: -, SQ: +  
C: JS: +, SQ: +

52. After housekeeping has finished their job, some people might still get access to the rooms and use them. Ensure you do not spread suspicions or confront anyone, but rooms should be clean before the guests enter. However, for effective team cooperation, communicate with your peers and notify management if the situation escalates or cannot be resolved. Players should pick option C.

A: JS: -, SQ: -  
B: JS: -, SQ: -  
C: JS: +, SQ: +

53. Although not very common, such occurrences may happen, especially during busy seasons. It is important to maintain professionalism and resolve the situation appropriately, with full respect for the guests' needs. Players should choose option A, as it ensures the guest's needs are met immediately and

A: JS: +, SQ: +  
B: JS: +, SQ: -  
C: JS: +, SQ: -



appropriately by providing them with a room that has the necessary accessibility features.

54. Option A is the most appropriate. Providing written instructions and visual aids helps the staff member understand and manage inventory effectively, accommodating their needs and promoting inclusivity.

A: JS: +, SQ: +  
B: JS: -, SQ: +  
C: JS: -, SQ: -

55. Upon entering their room, a guest notices that the TV remote is not functioning. They inform the front desk, who should promptly send a staff member to replace the batteries. Choose option B.

A: JS: -, SQ: -  
B: JS: +, SQ: +  
C: JS: +, SQ: -

56. Unfortunately, some people think it's ok to pass work to other people without considering the consequences of their behaviour. The best option for players is option A because it creates an opportunity for the other person to correct his behaviour while being accountable for his actions in the future.

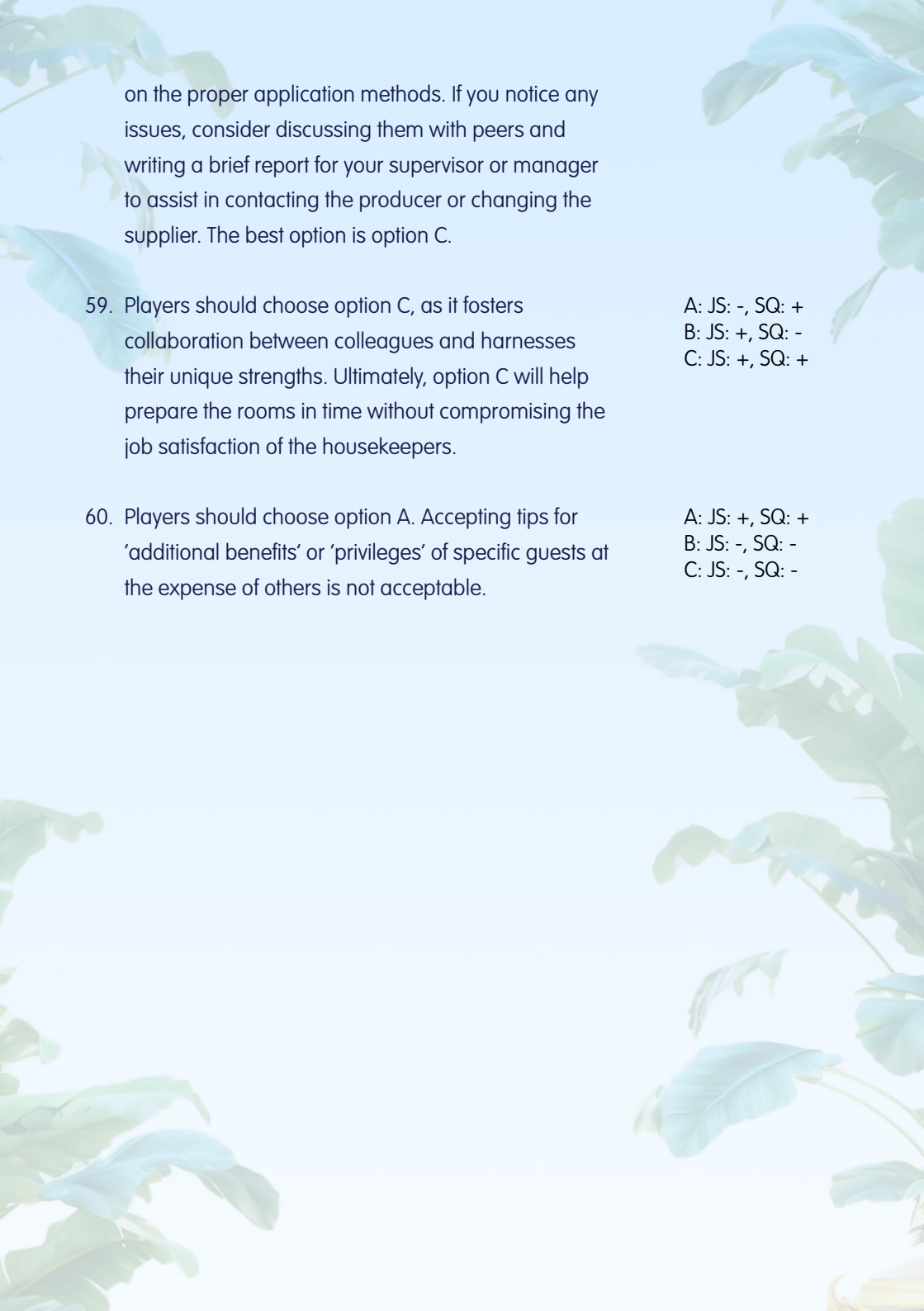
A: JS: +, SQ: +  
B: JS: -, SQ: +  
C: JS: -, SQ: -

57. Players should choose option C, as it is the most professional and appropriate way to manage this situation. Such delays should not cause a big problem. Perhaps offering the guest a complimentary drink at the bar in the evening is a good way to compensate them for the inconvenience.

A: JS: -, SQ: -  
B: JS: -, SQ: -  
C: JS: +, SQ: +

58. Products used in the hotel may change over time. It is important to use disinfectants and other liquids, as well as any machinery, according to the manufacturer's instructions. Do not use these products in any other way. Ensure you obtain clear information

A: JS: +, SQ: -  
B: JS: -, SQ: -  
C: JS: +, SQ: +



on the proper application methods. If you notice any issues, consider discussing them with peers and writing a brief report for your supervisor or manager to assist in contacting the producer or changing the supplier. The best option is option C.

59. Players should choose option C, as it fosters collaboration between colleagues and harnesses their unique strengths. Ultimately, option C will help prepare the rooms in time without compromising the job satisfaction of the housekeepers.

A: JS: -, SQ: +  
B: JS: +, SQ: -  
C: JS: +, SQ: +

60. Players should choose option A. Accepting tips for 'additional benefits' or 'privileges' of specific guests at the expense of others is not acceptable.

A: JS: +, SQ: +  
B: JS: -, SQ: -  
C: JS: -, SQ: -





# HOTEL HOST: GAME MANUAL



Thank you for playing!





**HOSPITALITY**  
HOTEL HOST