

Complaints Workflow

Step 1: Guest Reports a Complaint

A guest reports a complaint. They may use various channels, including in-person at the front desk, via phone call to the hotel's reception, via WhatsApp or through email (info@peninsula.gr). All of the above contact information is included in the information guide provided upon arrival.

Step 2: Initial Assessment

The staff member receiving the complaint should actively listen to the guest's concerns, express empathy, and ensure the guest feels heard and understood. The staff members will either be a member of the Front Desk team, our manager who views all emails coming to the address provided, Maria-Christina, who operates the WhatsApp number or our Guest Relations Officer.

Step 3: Resolve Immediately (If Possible)

If the complaint can be resolved immediately (e.g., a room issue, minor service concern), the staff must take prompt action to resolve it to the guest's satisfaction.

* If a resolution isn't possible immediately, the guest should be informed of the estimated resolution time.

Step 4: Document the Complaint

The complaint, along with details of the initial assessment and any actions taken, is documented in a central complaints log.

This log includes date, guest name, room number, nature of the complaint, and actions taken.

Step 5: Share with Team

Complaint might be shared with appropriate team members. E.g. technical problems are shared via WhatsApp in a group that includes all technicians, the General Manager and the Front Desk team. When the technician on duty has solved the issue, the group is notified.

Step 6: Escalation (If Necessary)

If the complaint cannot be resolved at the initial level, it will be escalated to our General Manager.

Our General Manager will then conduct a thorough investigation, involving any relevant staff or departments.

Step 7: Resolution

Our GM will then communicate with the guest, either in person or via phone, to discuss the investigation and present a solution. If the complaint is found valid, appropriate steps will be taken to resolve the issue and prevent it from recurring.

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Step 8: Follow-up

After the complaint has been resolved, a member of staff will follow up with the guest to ensure their satisfaction.

* If necessary, offer compensation or goodwill gestures as appropriate.

Step 9: Continuous Improvement

The hotel conducts regular reviews of complaints to identify trends or recurring issues. Actions are continually being taken to address underlying causes and improve service quality. Guest Feedback is analysed and documented. Staff is trained and weekly meetings take place to improve service skills. Through this workflow, our aim is to maintain high guest satisfaction.