

Explain the methods that hotel employees can use to address customer complaints 1– Direct denial method: This method is suitable for situations in which the objection may or may not be based on a valid basis, and frankness is the correct way to respond, as if a guest objects to the harmful effects of consuming his drink, and these harms do not exist, so he responds to him, but with taste and decency.7– S They Mou 8– Be visua benef .Desc 1– Ro price 2– Ro breakf 3– Ha room, ...