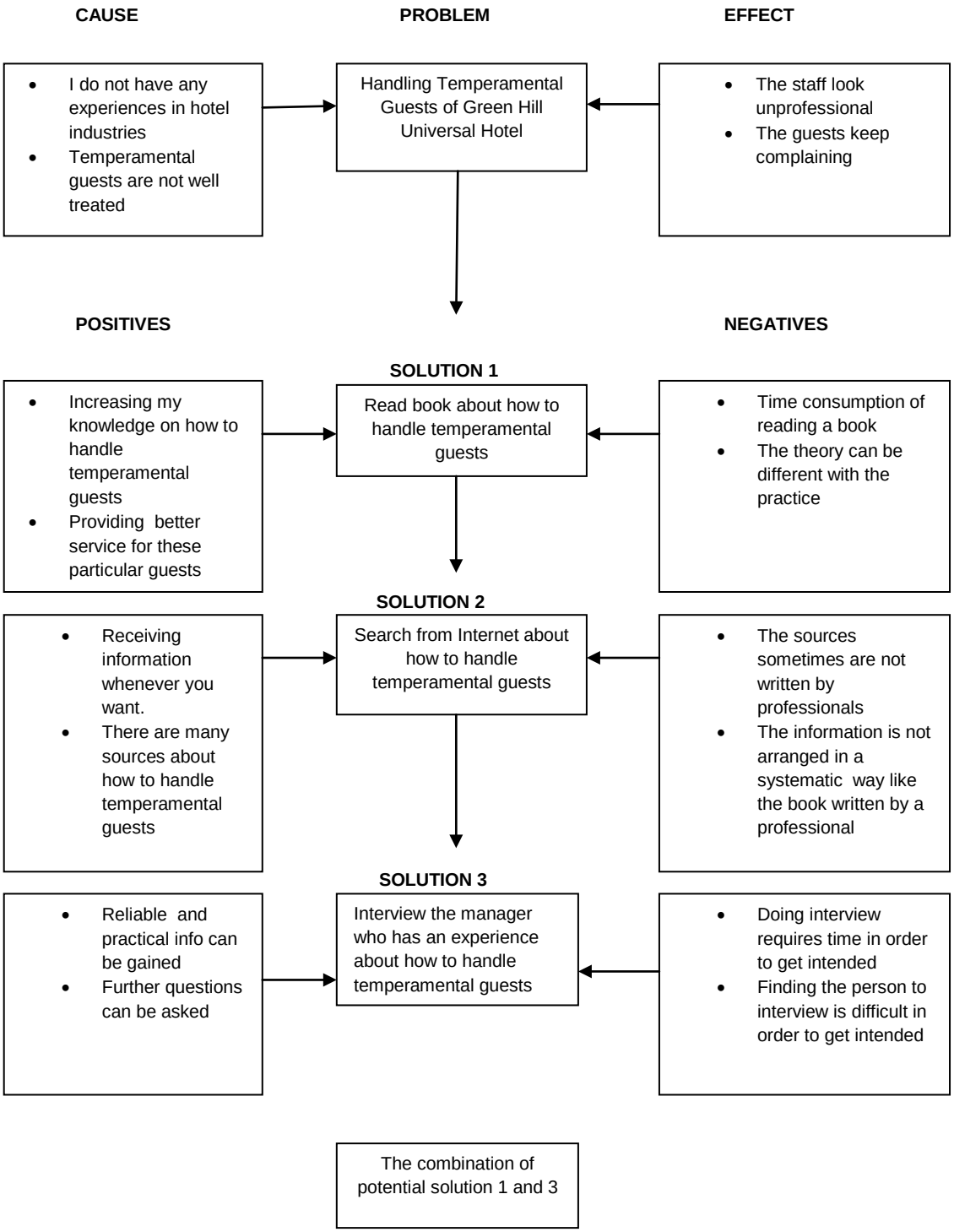
FLOWCHART


CAUSE
PROBLEM
EFFECT
I do not have any experiences in hotel industries
Temperamental guests are not well treated
Handling Temperamental Guests of Green Hill Universal Hotel
The staff look unprofessional
The guests keep complaining
POSITIVES
NEGATIVES
SOLUTION 1
Increasing my knowledge on how to handle temperamental guests
Providing better service for these particular guests
Read book about how to handle temperamental guests
Time consumption of reading a book
The theory can be different with the practice
SOLUTION 2
Receiving information whenever you want.
There are many sources about how to handle temperamental guests
Search from Internet about how to handle temperamental guests
The sources sometimes are not written by professionals
The information is not arranged in a systematic way like the book written by a professional
SOLUTION 3
Reliable and practical info can be gained
Further questions can be asked
Interview the manager who has an experience about how to handle temperamental guests
Doing interview requires time in order to get intended
Finding the person to interview is difficult in order to get intended
The combination of potential solution 1 and 3