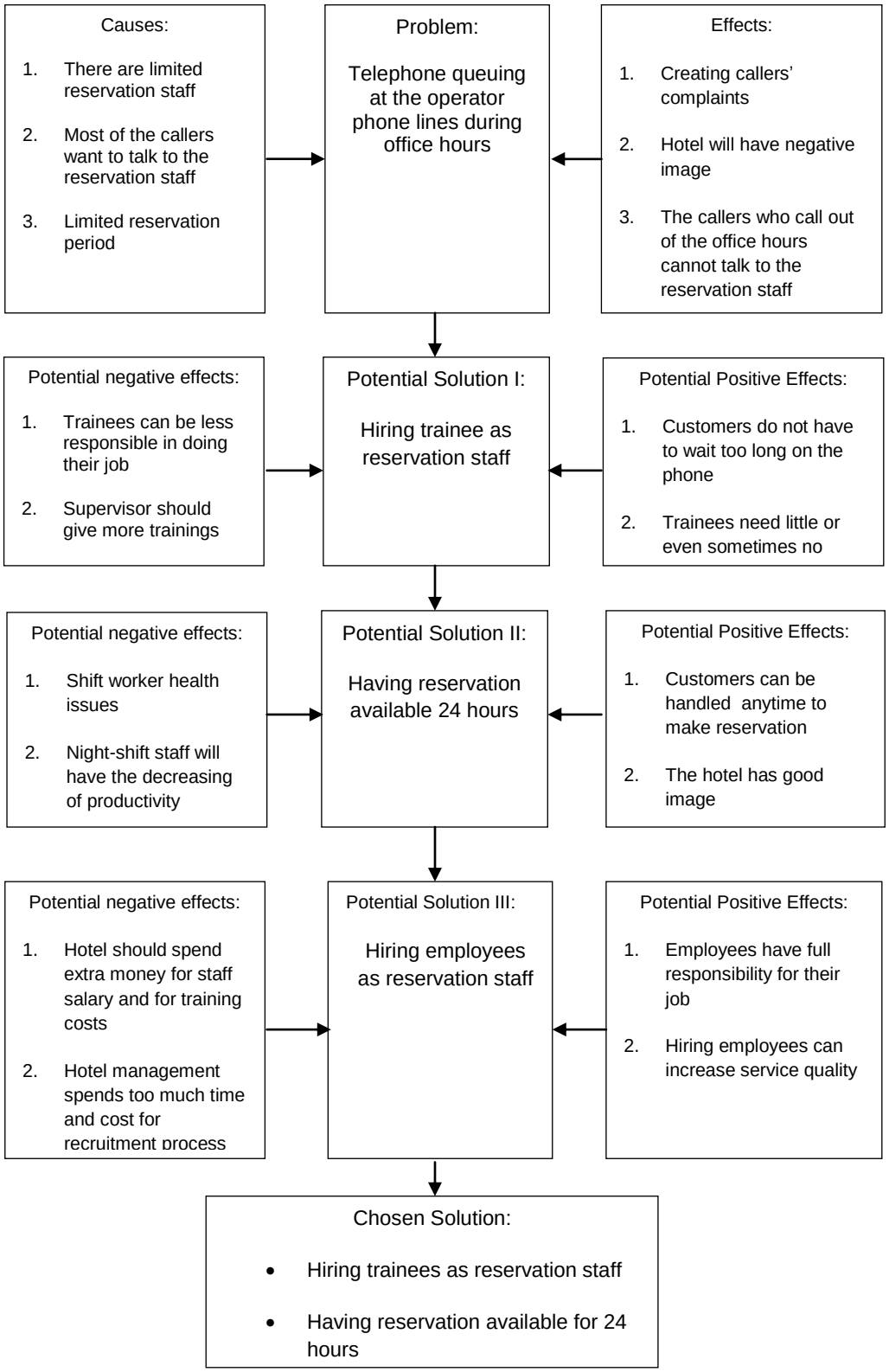
FLOWCHART


Causes:
1. There are limited reservation staff
2. Most of the callers want to talk to the reservation staff
3. Limited reservation period
Problem:
Telephone queuing at the operator phone lines during office hours
Effects:
1. Creating callers' complaints
2. Hotel will have negative image
3. The callers who call out of the office hours cannot talk to the reservation staff
Potential negative effects:
1. Trainees can be less responsible in doing their job
2. Supervisor should give more trainings
Potential Solution I:
Hiring trainee as reservation staff
Potential Positive Effects:
1. Customers do not have to wait too long on the phone
2. Trainees need little or even sometimes no
Potential negative effects:
1. Shift worker health issues
2. Night-shift staff will have the decreasing of productivity
Potential Solution II:
Having reservation available 24 hours
Potential Positive Effects:
1. Customers can be handled anytime to make reservation
2. The hotel has good image
Potential negative effects:
1. Hotel should spend extra money for staff salary and for training costs
2. Hotel management spends too much time and cost for recruitment process
Potential Solution III:
Hiring employees as reservation staff
Potential Positive Effects:
1. Employees have full responsibility for their job
2. Hiring employees can increase service quality
Chosen Solution:
• Hiring trainees as reservation staff
• Having reservation available for 24 hours