CRITICAL THINKING FLOWCHART

CAUSES

- The staff’s listening skill in understanding English is weak
- The Korean accent is difficult to understand
- The speaking speed of the Korean guests while expressing many requests is high.
- Misunderstanding can be prevented
- Question and request become clear
- The staff can summarize the request properly

PROBLEM

The difficulty in providing good business service to Korean guests in Arion Swiss-Belhotel Bandung.

EFFECTS

- The Hotel guests especially Korean guests do not feel satisfied
- Miscommunication is possible to happen
- The staff could not fulfill the requests

POTENTIAL SOLUTION 1

Repeating the guests’ requests at the end of the talk.

POTENTIAL SOLUTION 2

Hiring a Guest Relation Officer who can speak Korean

POTENTIAL SOLUTION 3

Asking the Korean guests to write down their requests in the form request.

CHOSEN SOLUTION

Asking the Korean guest to write down their request in the form
Guest Request Form

Room number :  
Name of guests :  

Type of Request (checklist) :
   - ticketing : ..........................
   - Internet access : .........................
   - Email : ..........................
   - Phone : ..........................
   - Fax : ..........................
   - International call : ..........................
   - Copy : ..........................
   - Others : ..........................

Notes :  

Maranatha Christian University