

# Worst/Best Case Scenario

Anticipating the needs of your guests is a sign of quality service. Develop strategies for your chosen guest scenario that depict the outcome if the employee handles the problem poorly and another scenario that shows the employee anticipating the needs of the guest.

<b>Guest Scenario</b>	<b>Worst Case</b>	<b>Best Case</b>
<p>Example: Guest is delayed for a convention due to flight cancelations</p> <p>-----</p>	<p>Guest misses first day of exhibits</p> <p>Flights are delayed even further</p> <p>Guest is rushed to set-up booth for exhibits</p> <p>-----</p>	<p>Offer the guest transportation from the airport to the hotel</p> <p>Offer guest upgraded hotel room</p> <p>Offer guest assistance in setting up booth at convention</p> <p style="text-align: center;">-----</p>