

Guest Case Records

Guest: MrsKate Catherall | **In/Out:** 13/08 - 16/08/2025 | **Source:** Individual | **Member:** Y1
Updated: 16 Aug 05:27 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 529

Case: Guest came to report at reception around 10 pm that a guest from 532 left a dog unattended in the room. The dog was barking for a long period, disturbing neighboring guests' sleep.

Action: We contacted the guest in Room 532 to inform them of the disturbance and remind them of hotel pet policy. We apologized to the affected guest and reassured them the matter would be addressed promptly.

Guest: MrsBlerina Xhelijaj | **In/Out:** 15/08 - 19/08/2025 | **Source:** Individual | **Member:** -
Updated: 16 Aug 01:42 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** NEUTRAL | **Room:** 334

Case: Upon his arrival, we informed the guest that there had been a glitch in the system and that his room was not the upgraded one. He was moved to room 334. The gentleman became upset because he did not receive the sea view upgrade we had previously mentioned.

Action: We apologized for the incident. A follow-up will be done tomorrow, and we will send him an offer.

Guest: MrCraig Brims | **In/Out:** 15/08 - 26/08/2025 | **Source:** British Airways Holidays | **Member:** -
Updated: 16 Aug 01:40 | **Status:** OPEN | **Importance:** HIGH | **Type:** NEGATIVE | **Room:** 633

Case: Upon arrival, the guests mentioned that they had two TRRE rooms booked instead of one. After contacting the reservations department, it was confirmed that they indeed had two rooms.

Action: We apologized for the incident and explained there had been a glitch in the system. One of the rooms was upgraded to a sea view for the night. The guest will change the room tomorrow.

Guest: MrJohn Doe | **In/Out:** 12/08 - 15/08/2025 | **Source:** Online Booking | **Member:** Y2
Updated: 13 Aug 11:20 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** NEGATIVE | **Room:** 210

Case: Guest reported that the air conditioning unit in his room was not functioning properly, making the night uncomfortable.

Action: Maintenance was called immediately to repair the AC unit. The guest was offered a complimentary drink voucher for the inconvenience.

Guest: MsJane Smith | **In/Out:** 14/08 - 18/08/2025 | **Source:** Travel Agency | **Member:** Y3
Updated: 15 Aug 09:45 | **Status:** CLOSED | **Importance:** LOW | **Type:** POSITIVE | **Room:** 415

Case: Guest requested a late checkout as her flight was delayed. She wanted to extend her stay until 4 pm.

Action: We approved her late checkout request and applied a half-day charge.

Guest: MrGeorge Papadopoulos | **In/Out:** 10/08 - 14/08/2025 | **Source:** Corporate | **Member:** Y5
Updated: 11 Aug 14:30 | **Status:** CLOSED | **Importance:** HIGH | **Type:** NEGATIVE | **Room:** 505

Case: Guest complained that Wi-Fi connectivity was weak in his room and interrupted his work meetings.

Action: We relocated him to a room with a stronger signal and offered a complimentary dinner as compensation.