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## Answer

The hotels over the years have found that the well-trained employees are a major factor in -

1. Bringing the customers back to your own hotel
2. Making the customers spread a good word about your hotel to the others
3. Make you generate permanent clients in the form of business groups, companies etc.

Hence, the hotels have recognized following employee traits which make the customers want to stay in your hotel next time they visit the city-

1. How have employees made them feel at home
2. Employees are not too disturbing
3. Employees know when to talk to a customer, by sensing their mood.
4. The employees can handle all types of customers- adults, elders, child etc.
5. Employees do not force customers to use the extra services offered by the hotel
6. Employees make the customer understand that they are very keen to work on the feedback given by the customer
7. Employees are pre aware of customers' basic needs and wants when he/she visits a hotel, and hence are prepared much in advance for that, making sure customers don't have to dial the reception for basic things.

These are some of the points or results that the hotels have derived out of customer feedback, and they now develop their strategies to train their employees based on these.

If you have any doubt regarding the answer, or want some elaboration or clarification on any of the points mentioned, please comment. Thank You

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