

Sample 1

<b>Agent</b>	Thank you for making R congratulations. You're speaking with Anna. How may I?
<b>Customer</b>	Hi, this is Crystalline. I have a Guest calling from Property Property 1334, that's the Red-Roof in Walton, Richwood.
<b>Agent</b>	Yeah Yeah.
<b>Customer</b>	However, I guess it's saying that um she's, she's been at the Property over a month now. And she haven't paid any deposit and she checked out yesterday.
<b>Agent</b>	I holdation
<b>Customer</b>	They knock on our door and told her that she is supposed to pay a \$5 deposit now and no one else there pay a deposit and also the software is treating them really bad, so they would like to go ahead and make a formal Complaint.
<b>Agent</b>	Yeah OK. What, what does he get? All right. And do you have a confirmation number for the Guest.
<b>Customer</b>	Sure, that's RRI.
<b>Agent</b>	it.
<b>Customer</b>	1334
<b>Agent</b>	No, not, not
<b>Customer</b>	A A H. 9 46. It's Charles Brown on the reservation.
<b>Agent</b>	Just Or you can go ahead and add the Guest sent over.
<b>Customer</b>	OK. Your call has been transferred.
<b>Agent</b>	OK Thank you for contacting We Congratulations. You're speaking with Anna. How may I assist?
<b>Customer</b>	OK I, um, I was just trying to, um, maybe put in a Complaint about the Redd roof and I've been staying at.
<b>Agent</b>	I Why Alright, no problem. And what was the issues you're having at the Location? Um
<b>Customer</b>	I'm at Walton in Kentucky, um, so I've been staying there.
<b>Agent</b>	honestly
<b>Customer</b>	about maybe, I would say like over a month, me and my boyfriend and my child, but, um, so yesterday, we booked or whatever. Well, before that, the problem was like, they always like knock on the doors at like 10:30 in the morning and try to like make us leave and they'll be like, if you don't leave before 11 o'clock, we'll charge you, um, like a, a, a fee or something, but it's not even 11. That's what started it. Also, the rooms are disgusting. Um, I have videos and I have
<b>Agent</b>	Oh You know Yeah Anyway
<b>Customer</b>	is how the staff talks to people. I have videos of how disgusting the Room is. They started charging us a deposit yesterday after we got there, they said they would not let us in our Room, um, so we give them a \$50 cash deposit, so we had to leave to go get the cash, come all the way back. We are the only people that are charged the deposit because we've actually know people that Stay there. And um yeah, so we're the only people that now we, we, they require us to pay a deposit since yesterday and um
<b>Agent</b>	OK Oh very cool.
<b>Customer</b>	I got videos of how the staff and how everybody there treats everybody. I have videos of the Room, how disgusting they are. And I just want to know if I could like, uh, at least let you know that. I don't, I mean, I don't know what could get done, but at least I want

	somebody to know about this business that they're running there. Also, they have no housekeepers. They have not one, they have not one, hired housekeeper. They have zero housekeeping there. So the owner lady, she will go in there and clean the Room herself, but she does not clean it all. She does is change the bed and this. This is a 100% facts. I have videos and pictures and evidence of everything, and I just want to let somebody know this cause their business that they're running over there is completely illegal and how they're treating people and what they're doing, charging uh one person a deposit they pick and choose who they, that's not right. And they're disgusting and I have videos, I would just need somewhere to send it to so you could see about the business that they run over there.
<b>Agent</b>	Alright so I do apologize for the inconvenience. I must advise you if.
<b>Customer</b>	It's not your fault.
<b>Agent</b>	I must advise if the Location is they not they require a deposit fee. There's nothing we can do as all billing is handled by the Location and they do also have the right to use any guests of service what cancellations can.
<b>Customer</b>	OK, that's, I understand that. I just want to like uh file a Complaint with corporate.
<b>Agent</b>	All right, no problem. Alright, so I was documenting as you were going along so you stated that they're coming at the door 10:30 in the morning, knocking on the door, stating you guys need to leave at before 11.
<b>Customer</b>	They have zero housekeeping. The rooms are not being cleaned. If the health department gets there, they will be shut down.
<b>Agent</b>	That's I do.
<b>Customer</b>	I'm calling the health department but.
<b>Agent</b>	Alright, so I do have that as well here right so once the case is filed it does take 7 business days before a resolution is provided. Would you like to have a case filed?
<b>Customer</b>	No
<b>Agent</b>	OK
<b>Customer</b>	Yes, ma'am.
<b>Agent</b>	Alright, alright, so I would need you to verify some information from you, OK? I wrote
<b>Customer</b>	Mhm.
<b>Agent</b>	All right. And you stated that you were staying with your boyfriend. Could you verify the name on the reservation?
<b>Customer</b>	Yeah, it's his name. It's Charles Brown.
<b>Agent</b>	OK Alright thank you and you're also in the Room as well, correct?
<b>Customer</b>	Yeah, my name is Tara Whitney.
<b>Agent</b>	You said Tara, that's T A R A.
<b>Customer</b>	K A R A.
<b>Agent</b>	OK So that's K for kite, A for apple, R for risk. A apple.
<b>Customer</b>	Yeah.
<b>Agent</b>	And last name Whitney, H sorry, double H I T N E Y.
<b>Customer</b>	Yeah.
<b>Agent</b>	Alright thank you. Alright, and can you also provide me with the email address.
<b>Customer</b>	Yeah, cash like like money cash, C A S H cash, cash Whitney.
<b>Agent</b>	the right So cash cash with me?

<b>Customer</b>	Yeah, at iCloud.com.
<b>Agent</b>	Alright, so cash cash Whitney at iCloud.com, correct?
<b>Customer</b>	Yeah
<b>Agent</b>	Alright thank you could you also provide me with your phone number.
<b>Customer</b>	Yeah, my phone number 513.
<b>Agent</b>	Yeah
<b>Customer</b>	315 697 8.
<b>Agent</b>	All right, so that's 513-315-6978.
<b>Customer</b>	Yup
<b>Agent</b>	OK, thank you. And finally, is there a mailing address you could provide?
<b>Customer</b>	Yeah, it is uh 1404.
<b>Agent</b>	Somebody
<b>Customer</b>	Castleberry, it's C. Like castle, D A S T L E and then Barry, but it's all one word, B E R R Y, Castleberry. Court. Cincinnati, Ohio
<b>Agent</b>	OK.
<b>Customer</b>	452-555
<b>Agent</b>	That Guys So that was Cincinnati, Ohio.
<b>Customer</b>	Yup.
<b>Agent</b>	And that would be 45255.
<b>Customer</b>	Yeah
<b>Agent</b>	For Let's see 554. that All right, so that's 1404 Castlebury Court, Cincinnati, Ohio 45255 correct?
<b>Customer</b>	Yep
<b>Agent</b>	Alright, thank you. All right, so what I'm gonna go ahead and do now is go ahead and reach out to the Location and see if they can go ahead with having a resolution provided, but before I do so you stated that you have video evidence of. The staff treating persons badly and the rooms as well.
<b>Customer</b>	That's right.
<b>Agent</b>	Alright, so you can definitely have those sent to our email address so we can have it attached to the case as well whenever you're ready for an email address.
<b>Customer</b>	Hold on, let me, uh, write it down real quick.
<b>Agent</b>	No problem.
<b>Customer</b>	Mm, I was typing in. Hold on one sec, um. Composes. OK, I'm ready.
<b>Agent</b>	Alright, so that's G for goat. Oh my gosh R for race.
<b>Customer</b>	OK OK
<b>Agent</b>	The word attachments?
<b>Customer</b>	OK.
<b>Agent</b>	At Red Roof.com.
<b>Customer</b>	And you said the GR attachment.
<b>Agent</b>	Yes, so G for goat, R attachments, there is an attachment. At Red Roof.com.
<b>Customer</b>	OK OK Alright, I got that.
<b>Agent</b>	Alright, one moment while I got it.

<b>Customer</b>	Oh I got it. Mhm.
<b>Agent</b>	Alright, one moment, let me go ahead and reach out to the Location here, OK?
<b>Customer</b>	OK.
<b>Agent</b>	Alright, one moment.
<b>Customer</b>	You are on hold.
<b>Agent</b>	Hey
<b>Customer</b>	Thanks for calling Red Ruffin. How may I assist you?
<b>Agent</b>	Hi, this is Anna calling from Gu Guest Relations. I have a guess you're making a Complaint. Is there a manager Supervisor that I could speak with?
<b>Customer</b>	Uh, just now the manager left. May I know the, ah, can you just please call back or do you want me to give her number to you?
<b>Agent</b>	Alright, yes, I can definitely go ahead and seen as a case will be filed in Manalli just inform your manager there and they do have 48 hours to respond on the case, right?
<b>Customer</b>	Uh, may I know the Room number or any Complaint regarding this?
<b>Agent</b>	Yes, Room number would be 261 under Charles Brown.
<b>Customer</b>	OK.
<b>Agent</b>	All right, so the gas is stays in that Location is charging them a deposit which they have never paid as well as there's no housekeeping. The rooms are disgusting and they're also asking them to leave the Location.
<b>Customer</b>	OK, I'll, I'll inform this to the manager and I'll just let her know regarding this.
<b>Agent</b>	Alright, no problem, and can you verify your name for my notes, please?
<b>Customer</b>	Uh, yes, my name is Abi A B H I.
<b>Agent</b>	A B H I.
<b>Customer</b>	Yes, perfect, and can you just tell your name and the, ah, you know, names so that I'll tell that to the manager here.
<b>Agent</b>	Alright. Anna That would be Anna calling from Gu Guest Relations.
<b>Customer</b>	OK then thank you.
<b>Agent</b>	No problem.
<b>Customer</b>	Have a good day.
<b>Agent</b>	ID same to you bye bye.
<b>Customer</b>	Bye bye.
<b>Agent</b>	Hi are you still with me here?
<b>Customer</b>	Yeah
<b>Agent</b>	All right, so I did go ahead and reach out to the Location, however, I was not able to speak to someone authorized so I'd have to go ahead with having the case filed on their behalf and then you will receive that email response within the um business days. One second, I do apologize for the inconvenience, but at this time, is there anything else I can do? In.
<b>Customer</b>	Um, no, but I'm just sending in the videos now, so that's all.
<b>Agent</b>	Alright, no problem. So once our email team does receive it they'll be added to the case.
<b>Customer</b>	OK, thank you
<b>Agent</b>	Alright, have a wonderful rest of your day and if you don't mind as well there's a quick two questions Survey at the end of the call, right?

<b>Customer</b>	OK, thank you.
<b>Agent</b>	Alright bye bye.
<b>Customer</b>	Uh

Sample 2

<b>Agent</b>	Thanks for calling Roofin Guest Relations. So you can, how can I assist you?
<b>Customer</b>	Yes, ma'am. Uh, my name is Melody Sellers, and I'm staying at the Red-Roof Inn in Spartanburg on I-85 and 221, um, about 2 o'clock this morning, we had a water pipe bust and um our whole Room was flooded from one side to another, and all of my stuff got ruined and they brought me a shop back to the door and said, here, get the water up. We have no heat in our Room. um, and they're not wanting to do anything, they're saying they can't move our Room and FEMA is paying for my Room.
<b>Agent</b>	OK, so I must apologize for the inconvenience, this smart um that happened this morning. You said that at 2 o'clock, you said the pipe burst in your Room?
<b>Customer</b>	Yeah, it was, well, it was not in our Room. It was outside the Room, right on the side of the building. I'm on the bottom floor in the first Room and the um what is that? The pressure valve or something. Pop off is the end of the line. It popped off and water flooded our whole Room from the bathroom to the front door, um, all my clothes got ruined. I have a speaker that's in the floor cause I'm just staying here temporarily, um, it.
<b>Agent</b>	Mhm.
<b>Customer</b>	got ruined, um, all of our covers were wet, they didn't have any clean ones they give us. And our heat's not working we've told them for the last week and they sent somebody in, they turn it on and they say, oh, it's working fine, but it's blowing out cold air and it's 20 degrees here.
<b>Agent</b>	OK, I'm must apologize for the inconvenience. You said all your clothes were ruined your speaker was doing all the covers were ruined and they did not bring any new ones.
<b>Customer</b>	No, they uh brought me new tap. They brought me a whole Book of buggy of towels to put in the floor to get the water up. Um, my cover was wet. I gave it to them then and they said they didn't have any clean ones that they would bring one this morning and I never received one, like I said, I've got the heat turned on in the Room and it's blowing, it's turned up to 80 degrees and it's blowing out like 60 degrees. Um, cool, it's like the heat is the air, but it's not working at all. I've told them for the last week, um, they sent one person to look at it and they didn't do nothing but turn it on and tell us to leave the heat on to see if it got warm, it never did. And they never came back. And when the water pipe busted in the wall, the, when the maintenance man came, he came to the door and brought me a shop back and said, here you go, uh, get the water up and I'll be back. He never came back. He, I guess he went to bed. I ended up getting 4 things, 4 big things of water out of the floor with the shop back. Um, it took me like 2 hours to get all the water up. So I went up there today to ask them if they could move me or whatever because there's still water under the bed that we couldn't get to a little bit, um, and they're saying there's no compensation, they're not gonna come. They gave me \$4. and quarters to wash my clothes and that's all.
<b>Agent</b>	OK, hold a moment. You said maintenance came this morning and gave you a shock.
<b>Customer</b>	Oh yeah, it's a shop back that it's a wet dry back to suck the water out of the Room
<b>Agent</b>	OK. Hold a moment.
<b>Customer</b>	Like they didn't do it, they gave it to us and told us here, do it. Um, so I was up half the all all Night getting water out of the Room. Um, then I went up there, they said they had no empty rooms in the building to move us, which there are plenty of empty rooms. Um, I understand that we're in a Room, FEMA is paying for it too, so I would think that

	they would want the heat and stuff to work, so I wouldn't have to call them. I hadn't called them yet, but I'm trying not to have to call them.
<b>Agent</b>	OK. Hold a moment. You said FEMA is paying for your Room?
<b>Customer</b>	Yes, until they paid for the last, well, it's uh the last day they're paying is on the 11th, but I'm gonna have to start paying after that
<b>Agent</b>	OK.
<b>Customer</b>	And we've, I paid for a month before FEMA even started helping me pay. So I've been here for like a month and a half.
<b>Agent</b>	OK. And you said the only thing the Property gave you were 4 quarters to wash your clothes.
<b>Customer</b>	Uh, they gave us \$4 to wash my clothes and dry them.
<b>Agent</b>	OK.
<b>Customer</b>	And we're not, we asked about changing rooms. They tell us no compensation on what happened. They didn't write a report about the water system busting or anything. We asked for documentation so we can have it for FEMA. They won't, they won't give us anything for that.
<b>Agent</b>	OK. You said when you asked for a changing rooms, what did they say?
<b>Customer</b>	That they had none available. I mean I understand they might not have none of the kind I have, which is a king sized Room, but I would have to, I will take anything because like I said, we've been here a month and they, we've had no heat. Like it's been 19 and 20 degrees outside. And I mean we didn't need the heat for like a week and a half ago and we've told them as soon as it didn't work, that we found out it didn't work and they said they would send somebody. We went up there 3 different times. They finally sent the maintenance guy, like I said, he walked in the Room, turned the thing on and said he didn't see a problem that it was blowing out cool air.
<b>Agent</b>	OK, so I must apologize for the inconvenience, what I'm able to do is have a formal case filed on your behalf, the part of the case filing Process is that I reach out to the Property to see if I'm able to speak with a manager or a Supervisor. Once we have the case filed, you will get a response from our management team within 7 business days. Would you like to file a case?
<b>Customer</b>	Yes. And we won't be back until Monday.
<b>Agent</b>	Not a problem. Can you provide me with the city and state of the Property that you're staying. You said Spartanburg, is it a hometown studio or a Red-Roof Inn?
<b>Customer</b>	Yes And so the Red-Roof in I-85 and 221
<b>Agent</b>	OK. Hold a moment. And you said your name is?
<b>Customer</b>	Melody Sellers.
<b>Agent</b>	OK, Melody. Hold a moment.
<b>Customer</b>	Oh Oh well
<b>Agent</b>	I'm gonna place you on a brief hold while I reach out to the Property, OK, to see if I'm able to speak with someone.
<b>Customer</b>	OK. Alright
<b>Customer</b>	Thank you for calling the Red-Roof Inn. How can I help you?
<b>Agent</b>	Hi, this is Shanice. I'm reaching out to you from the Red-Roof and Guest Relations department. Is there a manager or Supervisor? Available to speak on behalf of the Property or someone authorized?

<b>Customer</b>	I'm the only one right here right now. I do not know if I'm authorized to speak for the Property.
<b>Agent</b>	Can you provide me with your name, please?
<b>Customer</b>	uh primate. I'm the Front Desk agent.
<b>Agent</b>	Can you spell your first name for me?
<b>Customer</b>	P R A M I T.
<b>Agent</b>	C R A M I.
<b>Customer</b>	T as in Tango.
<b>Agent</b>	P as in Paul, R as in rabbit, A as in apple, M as in M, I as in indigo, T for Tom
<b>Customer</b>	OK, not a problem. Can you advise your manager that a formal case will be filed.
<b>Agent</b>	In Medallia, and it requires a response within 48 hours, OK? OK.
<b>Customer</b>	OK, uh, can you, uh, can you repeat that?
<b>Agent</b>	Can you please advise your manager that a formal case will be filed in Medala, and it requires a response within 48 hours.
<b>Customer</b>	Yes, I can.
<b>Agent</b>	Not a problem. Thank you.
<b>Agent</b>	OK. Are you here with me?
<b>Customer</b>	Yes.
<b>Agent</b>	OK, so I was able to speak with a manager, so we're gonna move forward with having the formal case filed on your behalf. I'm gonna need a few more details. Just bear with me a bit.
<b>Customer</b>	OK. Alright, and I just wanna find out like when this goes through or whatever, they can't just come and kick me out because I filed a report, right?
<b>Agent</b>	Well, the Property does have the right to refuse services at any given time for any given reason, that the decision we're unable to override, but as they said, your case will be reviewed by our management team, OK?
<b>Customer</b>	All right.
<b>Agent</b>	Can you provide me with an email address, please?
<b>Customer</b>	It's Melody, M E L O D as in dog, YD as in Dog ILL 34 at gmail.com. Yes ma'am.
<b>Agent</b>	Can you provide an address for me also?
<b>Customer</b>	Um, the address is the Hotel 105. Jones Road. Room 145.
<b>Agent</b>	Spot Spartanburg, North Carolina.
<b>Customer</b>	Spartanburg, South Carolina.
<b>Agent</b>	South Carolina, my apologies.
<b>Customer</b>	No, you're fine.
<b>Agent</b>	And what is the zip code?
<b>Customer</b>	Yeah 29303.
<b>Agent</b>	So, it's 105 Jones Road, Spartanburg, South Carolina, 29303.
<b>Customer</b>	Yes, ma'am.
<b>Agent</b>	Can you provide me with the mobile number as well, please.
<b>Customer</b>	It's 864. 2027812.
<b>Agent</b>	So it's 8642027812.
<b>Customer</b>	Yes



<b>Agent</b>	So I'm gonna go ahead and have a formal case filed on your behalf as stated, the standard response time is within 7 business days. Is there anything else you'd like me to assist you with before I go?
<b>Customer</b>	OK. No, ma'am.
<b>Agent</b>	Thank you for calling the Red-Roof and Guest Relations department. Please Stay on the line for a quick 2 questions Survey on my service today. Have a good day. Bye-bye.
<b>Customer</b>	Thank you.
<b>Agent</b>	You're welcome.

Sample 3

<b>Agent</b>	Thank you for contacting Rro Guest Relations. You are speaking with Portia. Who am I speaking with and how may I assist?
<b>Customer</b>	I, uh, my name's Gilberto Delia.
<b>Agent</b>	Hi Home
<b>Customer</b>	I'm uh hi I'm calling uh cause I just called the. Red roofing and San Antonio River Walk. We had to Stay there, uh, on the twenty-ninth of November. And uh I was billed twice for parking. And I already called the 1-800 number and they transferred me over there. And I talked to the lady and she kept me on hold for a while. And she keeps saying that I chipped my card in twice. And signed for it. Which I didn't. What I did was I use my debit card. To pay the first time and then I left. You know how the for every Hotel that they say you have to leave a card on file. I left my credit card on there and that's what they charged again later on. And she kept saying that maybe I had a Guest over, but we don't know nobody in San Antonio. It's just me and my two kids and my wife.
<b>Agent</b>	Yeah.
<b>Customer</b>	And she, I mean, it's only \$19 but She She just hung up on me like, you know.
<b>Agent</b>	Yeah
<b>Customer</b>	That's why I'm calling you now. I mean, the money is not even a problem now, I'm just pissed off.
<b>Agent</b>	So I must certainly do apologize for the inconvenience. I must also advise you, however, that here in the guestations department, we don't do any form of billing. The billing is when they have the direct at the Location. The best that I would be able to do for you is to have a formal complaints case filed and have a sense upper management to be reviewed with the standard response time being 7 business days.
<b>Customer</b>	Another thing they said was That, uh, the lady that answered the phone, she said, oh yeah, I, I took your payment. But then she said the lady that took the 2nd payment. Um, she's out on leave and she won't come back for two weeks. So I mean. What the hell? Cause they said, they said that they were gonna investigate, but uh they're like the investigation is gonna take 2 weeks for them to talk to the lady.
<b>Agent</b>	OK, just a minute. Just a minute. I'm just open up my notes The Let me see. OK So you said that when you called the lady that answered the phone told you that she was the one that took the payment and then later told you that the lady that took your payment is not there.
<b>Customer</b>	Well, the lady that charged my card the 2nd time, you see, it was two different cards. It was my debit card at first. And then later on that Night or something, they charged my credit card that I left on file. And the lady that charged the the second time. Supposedly it's on some kind of leave.
<b>Agent</b>	Just a minute. Just a minute, please. You said your credit card that you left on file was later charged that Night.
<b>Customer</b>	Yes.
<b>Agent</b>	OK, just a minute. OK, just a minute please. OK, so you stayed at the Property for one Night.
<b>Customer</b>	Yes.
<b>Agent</b>	Were you advised of any charges that would be made to your card in regards to parking.

<b>Customer</b>	Yeah, yeah, I signed the paper describing. My truck and describe, you know, license plate. They told me it was \$15 for parking at Night. But you know with tax and everything.
<b>Agent</b>	But you only stayed one Night.
<b>Customer</b>	Yeah And then she said, oh well, maybe you had a visitor.
<b>Agent</b>	OK.
<b>Customer</b>	I was just laughing cause why uh we don't know nobody there. Why would they even say that? I don't know.
<b>Agent</b>	OK, let me just make my notes. Just a minute. And he said when you asked them about the charges they told you that maybe you had a visitor.
<b>Customer</b>	Yeah.
<b>Agent</b>	OK, I do apologize for the inconvenience once again. I am just wrapping up my notes. OK, so, um, as part of the spelling Process, I do see the two charges here and I do see that your reservation was just for one Night, as part of the case filing Process, um, I'm just gonna confirm your contact information, OK?
<b>Customer</b>	Do you know what day it was?
<b>Agent</b>	Let me see here. So I do see a charge on the.
<b>Customer</b>	I mean, I know. Go ahead.
<b>Agent</b>	I see on the twenty-ninth and another charge on the 30th.
<b>Customer</b>	Right, yeah
<b>Agent</b>	OK. I'm just gonna confirm your contact information. Can you confirm the spelling of your first and last name, please?
<b>Customer</b>	Yes, my first name is G I L B E R T O. Last name is Delita, D E L I R A.
<b>Agent</b>	That's G I L B E R T O, last name D E L I R A.
<b>Customer</b>	Yes.
<b>Agent</b>	Thank you very much. May I have your email address please?
<b>Customer</b>	Uh, it's My first name Gilberto. And then L I R A. JR At gmail. But I don't know if, if you're, if you're trying to compare the.
<b>Agent</b>	So that is
<b>Customer</b>	The Gmail that I used for the app, it might be, I don't know if I use the Gmail or. My Yahoo Account. I don't know which uh are you, do you just want one or do you want, which are you trying to see which one?
<b>Agent</b>	You can give me whichever one you wanna provide me with, that's fine.
<b>Customer</b>	OK, yeah, the, the Gmail is fine.
<b>Agent</b>	Whichever is fine. So that's G I L B E R T O L I R A JR@gmail dot com.
<b>Customer</b>	Yes.
<b>Agent</b>	Thank you. May I have your phone number, please?
<b>Customer</b>	940783 8018.
<b>Agent</b>	That is 9407838018.
<b>Customer</b>	Yes.
<b>Agent</b>	Thank you. May I have your address, please?
<b>Customer</b>	It's 1017. Bull Run Street. Denton, Texas 76209.
<b>Agent</b>	OK, can you repeat the zip code please?

<b>Customer</b>	762-09.
<b>Agent</b>	OK, so that is 1017 Bull Run Street, Denton, Texas, 76209.
<b>Customer</b>	762-09, yes.
<b>Agent</b>	OK, thank you. So, um, I'm gonna place you on a brief hold while I reach out to the Location, see if I'm able to speak with the manager or anyone there that's authorized, OK?
<b>Customer</b>	Over.
<b>Agent</b>	Please hold.
<b>Customer</b>	You are on hold You are on hold You are on hold
<b>Customer</b>	Downtown. How can I help you?
<b>Agent</b>	Hi, this is Porsha calling from murder of Guest Relations. Am I speaking with a manager or you authorized to make decisions on behalf of the Location?
<b>Customer</b>	Um, no, the manager is actually out checking rooms right.
<b>Agent</b>	OK, so I'm in the Process of filing a case for a Gilberto Deerra. The case will be filed as pending and the response in 24 hours. Can you let your manager know that, please?
<b>Customer</b>	Or
<b>Agent</b>	May I have your name, please?
<b>Customer</b>	No And I actually spoke to that Guest earlier.
<b>Agent</b>	OK.
<b>Customer</b>	I was explaining to him that um And I just said that she was going to see what's going on, um, because it does show that he was charged for parking twice, but used two different cards and he shipped them and he signed off for the parking. Saying he didn't, but she has the signature, his signature. They both look the same with the two different cards that he used. But um I did explain to him that um he was gonna investigate on it and ask the person who checked them out to see um. To see if he actually got another parking pass or what, um, but I told him she's out on leave right now. She should be back next week so that my, my manager can speak to.
<b>Agent</b>	OK, just a minute.
<b>Customer</b>	Because I did speak to him earlier and I was trying to explain to him and he just started getting really ugly. And I'm like, sir, you know, it does show that you checked your card like you checked them and you signed off on them. But he, I guess he just wasn't understanding I have no idea.
<b>Agent</b>	OK. OK, not a problem. So just let your manager know about the case, OK?
<b>Customer</b>	But um OK, not a problem.
<b>Agent</b>	Thank you. Have a good day, Dolores.
<b>Agent</b>	Thank you for patiently holding.
<b>Customer</b>	Yes
<b>Agent</b>	I reached out to the Location and I was able to speak with Delores there, um, I think she's the one that you just spoke with because she did say that she spoke with you. She said her manager is currently not there, however, they do see the second charge on file, and they will have to do some kind of investigation because it shows that the cards were chipped for and signed for, so they will confirm and get back to you. So the response time is 7 business days for the case, so you will get a response within that time, OK?
<b>Customer</b>	But they said the lady that is is on leave for, I don't know how much time.

<b>Agent</b>	Yes, she did advise that she is on leave, but they, I think she said there's a another manager there right now doing rooms.
<b>Customer</b>	Yeah
<b>Agent</b>	So I'm guessing they would have to work it from there. But like I said, even with that decent response time is 7 business days, so you will get a response within 7 business days.
<b>Customer</b>	Somebody's gonna call me or somebody's gonna email me or something.
<b>Agent</b>	Yes, we communicate mainly through email.
<b>Customer</b>	OK.
<b>Agent</b>	Not a problem. Is there anything else you'd like me to do to assist?
<b>Customer</b>	Uh I mean I just don't, I don't know the, do I need to talk to you customer service cause I mean why would they hang up on people like that, you know?
<b>Agent</b>	And who's, was it the Property that hung up on you?
<b>Customer</b>	Yeah, it was the lady you said her name, Dolores.
<b>Agent</b>	OK, let me just make note of that.
<b>Customer</b>	Signed twice because And I don't understand why they keep saying that I chipped the card and signed twice. Why would I? Whenever I sign for the parking, they make you fill out a paper describing the vehicle and the and the license plate. So if I, if I paid for it twice like they're saying. Is there another paper describing another vehicle?
<b>Agent</b>	Right, so that is where they said they will check if they're, if you got another parking pass. So I guess that would be the parking pass.
<b>Customer</b>	Yeah, I don't. I don't understand why they even have to go through all that.
<b>Agent</b>	Just a minute. OK, so once again I really do apologize. So I am going to go ahead and have this case sent over to upper management to be reviewed again, the standard response time is 7 business days and the main means of communication is through email. Is there anything else?
<b>Customer</b>	Uh, no, I guess not, but I mean, I'm gonna keep tabs on this because, you know, like I said, it's not that much money, but at this point I'm just pissed off because. The customer service is trash.
<b>Customer</b>	But OK
<b>Agent</b>	OK, not
<b>Customer</b>	I'll, I'll, I'll look out for the email.
<b>Agent</b>	I do understand and one. OK. Thank you. Before you go, there's a quick two questions serve at the end of the call about my services. I can go ahead and disconnect site.
<b>Customer</b>	Thanks.
<b>Agent</b>	OK, thank you for calling have a good day.
<b>Customer</b>	You too.

## Sample 4

<b>Agent</b>	Thanks for calling G Guest Relations. You're speaking with S Shadar. Who have the pleasure to speak with? How can I help?
<b>Customer</b>	Um, my name's Alyssa Parnell.
<b>Agent</b>	And S P A R M E L L.
<b>Customer</b>	P A R N E L L.
<b>Agent</b>	Alright, thanks for that. And what can I do for you today, Anera?
<b>Customer</b>	<p>I just wanted to report the Red Ruffin over here at Lobdale, Louisiana. Um, they banned us for absolutely no reason and they're rude asLike really rude. We were in the parking lot talking to our friends. Me and my friends were And He came up to our car and said we were the Sonny Patel, the uh manager the general manager there. He came up to our car while we were talking to our friends, said that we were not guests there, so we were not welcome.</p> <p>And he made our friends go in their Room and they are guests there. Yeah, they're guests, our friends are guests there, and he made them go in their Room. And and also I'm terminally ill and I had to sleep with a blanket full of mold and mildew. Cause they don't wash their, their sheets or nothing.</p>
<b>Agent</b>	I do apologize, and you have a reservation at had a reservation at that Location.
<b>Customer</b>	Yeah, I stayed there for almost 2 months. Me and my friends did. And my husband. The first Room was under my husband's name. The second one was under my name is for one that wasn't even. Yeah, they banned us for a Room that wasn't even under her name. Uh, they yelled at my best friend for getting 4 cups of coffee even though, as I said, we've been there for almost 2 months. I feel like we should be able to make as much coffee as we want and for people and it was 4 people and she only made 4 cups.
<b>Agent</b>	I do apologize. And do you have a confirmation number for your Ste that you had earlier.
<b>Customer</b>	Yes.
<b>Agent</b>	It
<b>Customer</b>	That I had recently?
<b>Agent</b>	Yes.
<b>Customer</b>	Yeah, uh, one second, let me find it in my emails.
<b>Agent</b>	And while you look for that, you said that uh the Property banned you for
<b>Customer</b>	Yes
<b>Agent</b>	Something that you have no idea for.

<b>Customer</b>	Mm. Yeah, like it wasn't, OK, so what happened was, The Night before last, we called the ambulance because my best friend's fiancée had a seizure, and they said it was because we have uh the police out there that they banned us. Yeah
<b>Agent</b>	Alright, so you said the Night before your friend. Wife had a seizure, a fiancée had a seizure and you called the ambulance and they told you that it was because you had the police at the Location. That's why I did band.
<b>Customer</b>	Yes.
<b>Agent</b>	that
<b>Customer</b>	I have the confirmation number if you need it.
<b>Agent</b>	Sure.
<b>Customer</b>	R R I.
<b>Agent</b>	Yeah
<b>Customer</b>	124
<b>Agent</b>	Like
<b>Customer</b>	0 AA. J. 092
<b>Agent</b>	Alright, so that R R I. One 240 AAJ 092.
<b>Customer</b>	Yes.
<b>Agent</b>	All right, thanks for that and you also said that you had a terminal illness because there was mold that you slept on, on the bed?
<b>Customer</b>	No, I have a terminal illness. And they, I didn't. I didn't realize. But I was sleeping with covers that were full of mold and mildew. And I've been sick ever since.
<b>Agent</b>	uh And did you went to the hospital, get a medical report on this.
<b>Customer</b>	No. I just started getting sick.
<b>Agent</b>	I do apologize. All right, so just to advise you, we create cases here in gas Relations and for creating a case we would have to reach out to the Location to gather some more information from them also the Property does have the right to refuse service at any time once it's deemed reasonable, um.
<b>Customer</b>	They said, they said the first, the first one that we stayed in was because the Room had like a smell to it, but my husband's daughter, and I explained to them, he wouldn't, he refused to buy her pull-ups. I told them this days before they banned us. Yeah, days before they banned us, we told them that there's, it's gonna smell because he refused to buy her pull-ups.
<b>Agent</b>	Uh-huh
<b>Customer</b>	And she would pee all over the floor and the uh blankets, but he, he, he's not even with us no more like we're separated now. And like the Room wasn't in our name but they're trying to pin it on us. And yelling at us.
<b>Agent</b>	Great. Agent 05:27 I do apologize, but once you're in a Room, regardless of you having the registered on there, they would speak with everybody that's within that Room for the policy that they have there, and they would inform you of the issues that they may have had in previously.

<b>Customer</b>	The thing is he told us that he was gonna he was gonna let us know if we could Stay there like he wasn't going to ban us and then my fiance had a seizure and he told us that we got banned because the police and ambulances were out there. do see him having a seizure. Which we feel is very wrong for them to ban us for him having a seizure. And having to call 911.
<b>Agent</b>	I do apologize. All right, so being that we create cases here is that you'd like to make a formal Complaint?
<b>Customer</b>	Yes
<b>Agent</b>	Yeah OK, and what type of resolution are you looking
<b>Customer</b>	No, I'm not booking a reservation. Um,
<b>Agent</b>	What type of resolution you're looking.
<b>Customer</b>	Calling to report. Oh, I'm looking to be on band because like I, we personally have not done anything to be banned or not be allowed on the Property and we have friends there.
<b>Agent</b>	I do apologize. Alright, so just to advise you, I'd have to reach out to the Location and I do see that you're also Rewards member. All your information up to date.
<b>Customer</b>	Yes, also I called up there to speak to Mr. S Sonny, and the man behind the desk hung up in my face and they lied and said he wasn't on the Property when I just Let the Property and he was there telling us we couldn't be there the employees live there.
<b>Agent</b>	I do apologize. Alright, so I'm not able to advise you per what employees may live or not live that Location, but while creating a case, I will reach out to them and advise them of your issue and how best it can be resolved, but we in Gas Relations, if we're told that they would not want you there. We're not able to overturn this, so I'm gonna put you on a brief hold and reach out to them, OK?
<b>Customer</b>	OK.
<b>Agent</b>	Alright, so please hold.
<b>Customer</b>	OK. was in Port Allen.
<b>Agent</b>	Hi, this is S Shadd calling from Read G Guest Relations. How are you today? All right, he is their manager or someone that is authorized I can speak with?
<b>Customer</b>	Yeah, hello?
<b>Agent</b>	Hi, this is S Shadar from Red Guest Relations. May I know your name, position also?
<b>Customer</b>	Sunny GM
<b>Agent</b>	All right, Sunny. And that's S O N N Y R S U N N. OK, thanks for that.
<b>Customer</b>	Yeah. SU
<b>Agent</b>	Alright, S U N N Y and you're the general manager.
<b>Customer</b>	Mhm
<b>Agent</b>	Alright, Sunny, so I'm calling on behalf of a guests, um. Who had a previous reservation there, but I stated that she was there with her friends. Name is Alisa Parnell. The last reservation that I'm seeing was from December 1st to the 4th.
<b>Customer</b>	OK. Mhm
<b>Agent</b>	And she was in Room 135. She stated that she was told that she was banned from the Property and she stated that
<b>Customer</b>	Yeah. Mhm
<b>Agent</b>	She was told that it was because she had police there and she said that the Night before she had was to call the ambulance for her friend's fiancée that had a seizure



	there. And uh. She also had to sleep in the Room that had mold on the bed, and it was not clean, and she had, has a terminal illness from ever since she's been sick. She's said that she didn't also go to the hospital to do any checks on this, but she wants to be on band and she Um, has friends there. She's sleeping that. The manager was yelling at her friend.
<b>Customer</b>	Of course, like, you know, uh, if they do not train, if they're not staying here, we don't allow at all to even try to on on my parking lot, not even, you know, 1 2nd.
<b>Agent</b>	So Mhm
<b>Customer</b>	So you know they are like do not rent at all, so they, they can't come over here if they come I'm gonna call 911 because they are banned from here.
<b>Agent</b>	But All right, you can sit that there on the do not rent list, correct?
<b>Customer</b>	Yeah, exactly.
<b>Agent</b>	Alright, thanks that Sony. Anything else you'd like to add before I go?
<b>Customer</b>	No
<b>Agent</b>	Alright, so thanks for this information and you do have a cell phone for Dana.
<b>Customer</b>	that
<b>Agent</b>	Alright, bye bye.
<b>Customer</b>	Bye
<b>Agent</b>	The
<b>Customer</b>	They fucked up for that don't.
<b>Agent</b>	All right, Alicia, so thanks so much for holding. So that way. Right, so I did speak with the general manager who did advise me that being that they do not want you on the Property. They do not want your service either if you're caught on the Property, they would call the police to have you removed.
<b>Customer</b>	I'm sorry. Wow. Wow, OK, that's, well, let him know that I'm going to report, I'm gonna file a lawsuit against him for having a me in a Room full of mold while he, while I'm terminally ill. I immigration. Yeah, I'm calling immigration too because I'm pretty sure he's not legal. None of them are.
<b>Agent</b>	I I do apologize. And also for the mold in the Room, um, did you speak with anyone there pertaining to that at that time?
<b>Customer</b>	Uh, we told them that we wash the blanket wash the blankets in the tub and we told them that I was that there was mold in the blankets and all he said was, OK, and shrug your shoulders and walked away and there's mold in the AC units.
<b>Agent</b>	I do apologize. Alright, so just to advise you also once you do any legal actions, Guest Relations cannot assist with that. Now I'm gonna have this case created for you and we'll be sending to the management team. They'll be want to Review and give you a reply back by email and it will take 7 business days on a response from them to you via email, OK?
<b>Customer</b>	Oh please inform him. OK, well, um and inform him that we're calling immigration and doing all of this. Mhm. Cause that's messed up. I haven't, we didn't even do anything to be banned and they were very disrespectful. And we stayed there, we spent a lot of money with them that over like, like over 2, we spent thousands there. And for us to be banned for something that wasn't our fault is ridiculous.
<b>Agent</b>	I do apologize.
<b>Customer</b>	Like it's, do you all realize it's discrimination to ban somebody for having a seizure.

<b>Agent</b>	I do apologize, but I'm not sure what happened there, but as I stated, the Property does have the right to refuse to.
<b>Customer</b>	Well, it's on camera at the Hotel.
<b>Agent</b>	All right, so once it's sent to the management team, they'll be the one that would Review everything and they'll be the one to give you a response to your email within the 7 business days.
<b>Customer</b>	Alright, well thank you.
<b>Agent</b>	OK. And uh also like me to do before you go?
<b>Customer</b>	No, just let him know like they're about to get immigration and everything caught on them don't let them know that. Don't please don't inform that immigration is coming because they're all going to run.
<b>Agent</b>	I do apologize.
<b>Customer</b>	A But I will be calling in a few minutes.
<b>Agent</b>	All right, so thanks so much for reaching out to us once more I ready with Cancellations. Do apologize for this inconvenience once more. I do hope you have yourself a wonderful day, otherwise, gonna have two question Survey at the end of the call.
<b>Customer</b>	All right, thank you.
<b>Agent</b>	Alright, bye bye.
<b>Customer</b>	Yeah

Sample 5

<b>Agent</b>	Thank you for making it Redd roof and Guest Relations. You're speaking to Neil. Who am I speaking to today?
<b>Customer</b>	Uh, Miguel Gonzalez, I have a question. Is this where a file a Complaint?
<b>Agent</b>	That's correct, sir.
<b>Customer</b>	OK, because we still, we stood at your uh your uh home hometown suites, uh, I mean the whole studio one in Auburn Hills, your Red-Roof in there. This is Mhm. The Hometown one and we were there and we checked out yesterday but. Not yesterday but the day before you had a uh some Spanish guy. He was, it was about 8 p.m. at Night, I guess some one of the other customers were there and I guess they might have put a little too much into the washer and uh some of the water came out, but he's over there, you know, he's, he's always have an attitude with everybody, he's going to swearing at at the guests like one of the guys, he said F this F that, he goes, I ain't picking this fing thing up and the guy goes, I'm gonna report you and he's like, I don't give a fuck.
<b>Agent</b>	It
<b>Customer</b>	And every time this guy is like, this guy is very rude to the gas, oh, you know, he, the seriously, he does not belong working there.
<b>Agent</b>	OK Well, sorry to hear that's what's happening, but is that next Guest there because you cannot open a Complaint for someone else.
<b>Customer</b>	Well, no, I, I went because we were there when it happened. And I think it was very rude for him to do that in front of other guests as well
<b>Agent</b>	OK. So are you Opening up under your confirmation number.
<b>Customer</b>	Yeah, so I'm, I'm, yeah, yeah. OK, I'm gonna put a Complaint and then I had a question. uh, we had to Check-out a day early too because the storm was coming in, so we're driving back to Chicago and is it, is it normal for them to keep the we ask them, do we get the, I know we get our deposit back but the remaining balance for the for the day that we had to leave early, is that refundable or no?
<b>Agent</b>	Well, the reservation would be non-refundable once you Check-in. It's really up to the Property if they want to make that exception, um, as for leaving early about doing that refund we can meet that request to see if they would like to have that done.
<b>Customer</b>	Right Right. Oh, OK, yeah, they were telling me that they don't refund it, uh, the extra day.
<b>Agent</b>	But uh, OK, you already.
<b>Customer</b>	So you know I'm OK, no problem. I I ain't gonna if it's fine if that's the real fine.
<b>Agent</b>	Well, you, you would, you could only open a Complaint, sir, about your experience at the Property, so what did you experience with the Guest, with the Front Desk agent are was there a problem with your Room.
<b>Customer</b>	Yeah, with the, with the go. Yeah, what the guy he's, he's very rude.
<b>Agent</b>	OK, so what did he say to you? What's your Complaint? What happened with you?
<b>Customer</b>	Well, well, like I said, we were there when, uh, he was over to swearing at the gentleman, which I don't think he should be swearing in front of us like that, but I think that's kind of rude for him to be acting like that.
<b>Agent</b>	OK. OK.

<b>Customer</b>	I'm like, you know, if he has that attitude in front of people, a lot of people ain't gonna, you guys are gonna end up getting bad reviews and nobody's wanna go to the Hotel because of this.
<b>Agent</b>	Yeah I Yeah OK, so when we're opening a Complaint, sir, I would call to the Property and make them aware.
<b>Customer</b>	OK
<b>Agent</b>	But um, What resolutions were you trying to, were you just making us aware of what happened here.
<b>Customer</b>	No, I, I want, they, they just need to talk with this guy and tell him, you know, he needs to have more respect among customers.
<b>Agent</b>	Yeah, OK, may I have your confirmation number for your Stay?
<b>Customer</b>	Uh, yeah, let me grab it right now. Give me one second, uh. OK, let me grab it. Give me one second. Uh, what Uh, hold on one second I'm trying to pull it up right now. And it's a Mickey's phone. I don't think I have it on my phone. Thomas the You know, it's not my son's phone, but he's not here right now. But we were there, we checked in on the twenty-ninth and we checked out yesterday. Are you here?
<b>Agent</b>	Yeah, I'm still here. Do you have the confirmation number?
<b>Customer</b>	OK No, I can't, you know what, it's not my son's phone.
<b>Agent</b>	OK, could you spell your name?
<b>Customer</b>	Yes, M I G U E L.
<b>Agent</b>	Mhm
<b>Customer</b>	Last name is Gonzalez G O N. Z A L E Z.
<b>Agent</b>	Easy. Awesome, thank you. So this pops up with a junior audience.
<b>Customer</b>	Yes.
<b>Agent</b>	OK. Could you provide an email and phone number for yourself?
<b>Customer</b>	OK, for myself it's uh uh Mike Gonzalez. 0345 at gmail.com.
<b>Agent</b>	0345 at gmail.
<b>Customer</b>	For Yeah, at gmail.com.
<b>Agent</b>	OK. So Mike Gonzalez 0345 at gmail.com. And the phone number?
<b>Customer</b>	Correct. Yeah, phone number is 224. 210 3308.
<b>Agent</b>	Do you have an address you'd like to add?
<b>Customer</b>	Uh, no, just the phone number's fine.
<b>Agent</b>	OK. So you're saying approximately 8 p.m. last Night. The Spanish guy.
<b>Customer</b>	Yeah, no, not last Night before. The Night before, not last Night, the Night before. Monday.
<b>Agent</b>	So not last Night, Monday Night.
<b>Customer</b>	Monday, Monday, Monday.
<b>Agent</b>	So Monday Night, a Spanish guy at the Front Desk.
<b>Customer</b>	Wait, wait, no, no, what, what's today? So yeah it was. Was it Monday? OK, yeah, yeah, I'm sorry, it was Monday. It was Monday.
<b>Agent</b>	Yeah, so you said the Spanish guy working at the Front Desk had some attitude, yelling and swearing at a guests who seemed to flood the washing machine. You said that um.
<b>Customer</b>	You Yeah Yeah

<b>Agent</b>	He was yelling and swearing repeatedly.
<b>Customer</b>	And Linda
<b>Agent</b>	When they said would complaints, he said he doesn't care.
<b>Customer</b>	Yes. So he said he didn't, he, the way he said he goes, I don't give a fuck. That's what he said. Yeah, every time we asking for toilet paper and stuff, he was rude. What did you Yeah, and then we asking for a clean towels like on a clean he's not here like yeah, like, uh, we needed like we haven't seen no cleaning people when we were there and we needed a clean towel, so we asked them, we asked him for a clean towel. He's like, he gave us an attitude like the cleaning lady is not here. I'm like, wow, you know, you know, we go to the Hotel and it's like you get a hard time trying to get toilet paper or a hard time trying to get uh a towel or something and you know, he doesn't have to give you an attitude for that. I mean if he doesn't, it seems like he doesn't want to work there, he shouldn't be there then.
<b>Agent</b>	OK.
<b>Customer</b>	And it's like it's our first time trying your Hotel as well, you know, because we normally try uh extended state of America, but we're like, well, you know what, you guys looks like a nice Hotel let's, you know, we'll try it out and we like it, what you do all the time, but for some reason, you know, this kind of blows you off with somebody who treats you like that.
<b>Agent</b>	OK Was there anything else you wanna add on the notes before I call to the Property management.
<b>Customer</b>	Mm Oh No, that's it. OK. So you were saying that you left a day early too, right? Yes, yes
<b>Agent</b>	Alright, a minute or two for me please.
<b>Customer</b>	You are on hold.
<b>Customer</b>	Fredroo and Hometown studios. How may I help you?
<b>Agent</b>	Hello, O'Neill calling for Murderer from Guest Relations. I was calling to speak to someone in Property management or someone that's authorized and helping with the resolutions on the complaints.
<b>Customer</b>	Yes
<b>Agent</b>	Was there anyone available?
<b>Customer</b>	OK, well that's I'm the assistant manager. I can help you.
<b>Agent</b>	OK awesome May I have your name for my notes?
<b>Customer</b>	Sure, my name is Kelly.
<b>Agent</b>	All right, Kelly, so um this is for Guest by the name of Miguel Gonzalez Junior. He was in Room number 328 seem like he left today early. He's calling to complain about the Spanish guy that was at the Front Desk, really saying that that person.
<b>Customer</b>	About, about this.
<b>Agent</b>	You said a Spanish guy that was working at the Front Desk. This was back on Monday Night. He's saying that around 8 p.m. Monday Night, the Spanish guy working at the Front Desk had some attitude to yelling and swearing. I guess who seem to have flooded the washing machine, he stated that he was yelling and swearing repeatedly, and when the guests said he would complain. He said, basically. I don't give a Um. Yeah, I'll scroll down here. So he had done when I asked if there's anything else you wanted to complain about. You were saying like they asked for clean towels also, and

	I was given attitude saying that the cleaning lady was not there. And went on to Stay like they left a day early.
<b>Customer</b>	Um, but, OK, so yes, they did leave a day early. They didn't leave a day early because of any issue that they relayed about um an interaction with an employee here because uh they said they were leaving early to get ahead of the storm because I actually spoke to the guys. I know exactly um who you're talking about, but then they did not bring up to me that they had any issue with, uh, the Front Desk clerk, um, so.
<b>Agent</b>	So If OK.
<b>Customer</b>	They didn't Book their reservation through um.Uh, they actually went through Expedia, so we can't do anything like offer um any Points, but the way they did Book it they weren't um quite entitled to um
<b>Agent</b>	Mhm.
<b>Customer</b>	But last Night cause you know that they, they forfeit that when they Book weekly, um, I can refund that last Night for them, um, and Um Guess I could just give them like um an additional 10% off their Stay it'll go back to their card, but that goes through, you know, the card that they use on Expedia. I'll definitely follow up with uh. The employee, although we don't have um a Spanish. worker here so I'm not sure. I mean, I mean, I if they checked in at 8 o'clock at Night. I'm pretty sure I know who they, uh, dealt with, but he is not Latino by any means.
<b>Agent</b>	OK, well, um. Well, it depends if you'd like to do like the refund of the unused portion of the Night that they did or so on. What you did say are something.
<b>Customer</b>	OK, yeah, I'll do that just let them know that I'll give them, um even though we know that it was supposed to be forfeited as a as a courtesy for the inconvenience of that interaction. I will refund that last Night because quite literally I I spoke to them several times and at no point did they say that they had a bad um experience with that person.
<b>Agent</b>	Mhm
<b>Customer</b>	He works every day, so.
<b>Agent</b>	Mhm OK So we I have them on the line so you're saying I could make the offers to them off the. Is that the Unused portion of the Night.
<b>Customer</b>	Yes, the, the, the unused portion of their reservation, um, since they did Check-out.
<b>Agent</b>	OK. And uh And what would that be?
<b>Customer</b>	Uh, let me go in and take a look because that would have been today they were.
<b>Agent</b>	OK And you said they didn't bring up any issues when you spoke with them, right? I'm just adding that here.
<b>Customer</b>	No they, they didn't and I actually um was the one that spoke to them and told them that I was refunding their deposit, which I did yesterday, and that the final Night couldn't be refunded because of our our refund policy uh weekly stays, um, but Mhm I'm going to go back against that now simply because they made the, the Complaint and I don't want them to be, you know, fully upset, but they did not mention it to me at all. And the other manager the actual general slash regional manager. He's been here every day too. They didn't say anything to him either, so. Alrighty, so the.
<b>Agent</b>	Alright, just a moment here please.
<b>Customer</b>	Sure
<b>Agent</b>	Alright, hello?
<b>Customer</b>	I Yes.

<b>Agent</b>	Alright thanks for holding now I am speaking to the assistant general manager for the Property.
<b>Customer</b>	OK.
<b>Agent</b>	I'm at this time.
<b>Customer</b>	OK.
<b>Agent</b>	She's advising me, she's the one that checked you guys out, but this. issue with the Guest agent that um helped you earlier to do it on Monday, um, she's saying this wasn't brought up to to them. About anything happening with that person, um, but as uh exception courtesy she could go ahead for the inconvenience to see about releasing that last Night back to you guys but it it was done for a third party so she's currently checking on that uh if you could have that done. I just came back to you to advise you that. So if you could hold.
<b>Customer</b>	OK OK OK Oh
<b>Agent</b>	She would be working on that to see if she could refund or whatnot.
<b>Customer</b>	OK
<b>Agent</b>	Alright just a moment let me go.
<b>Customer</b>	OK
<b>Customer</b>	Hello?
<b>Agent</b>	Hello?
<b>Customer</b>	OK, hi.
<b>Agent</b>	Hi, I just went back to advise him I'm still here basically.
<b>Customer</b>	OK, so it is um a total of \$53.26 so that is going back to their um credit card here it will be, let me just. Firm Mastercard that ends in [PII]. I went ahead and refunded the last Night for them.
<b>Agent</b>	OK, oh, awesome, thanks so much for the help resolving this. I appreciate your help. You have a nice one.
<b>Customer</b>	You too thank you bye bye.
<b>Agent</b>	That's lovely. OK. Hello?
<b>Customer</b>	Yeah, yeah, go ahead.
<b>Agent</b>	So thanks for holding for me there, um.
<b>Customer</b>	from It
<b>Agent</b>	She had that done, that would be [PII] back to your Mastercard that was used to pay. business days.
<b>Customer</b>	OK.
<b>Agent</b>	Alright awesome. Now the refunds depending on your institution can take 7 to 10 I also saw a \$100 that was refunded yesterday.
<b>Customer</b>	OK, no problem.
<b>Agent</b>	Uh there deposit
<b>Customer</b>	Yes I
<b>Agent</b>	Um So was there anything else that we could find to help.
<b>Customer</b>	No, that, no, that's it. No, I appreciate all your help.
<b>Agent</b>	Of course. Well, thank you for making it for Guest Relations, of course.
<b>Customer</b>	I Oh

<b>Agent</b>	You do have yourself. There's a tool that then.
<b>Customer</b>	Alright thank you OK you have a nice, hey, you have a nice holiday. Thank you.