



Name of the hotel:

Location:

Type of the hotel:

Guests staying in the hotel: British families with small children , American families with teenagers; Austrian middle aged couples, German grandparents with their children and their grandchildren, Croatian pensioners, Italian young couples

Date: 24th-25th December

Food:

- a) Breakfast
- b) Lunch
- c) Dinner





Programme:

Activities:

Games:

Music:





PROBLEM SOLVING: What will you do in the following situations?

1 Unexpected Weather Condition: Due to unexpected heavy snowfall, many guests are stranded in the hotel during Christmas. The staff needs to ensure everyone is comfortable, entertained, and well taken care of.

2 Staff Shortage: A significant portion of the hotel staff is unable to work during the Christmas season, leading to challenges in providing the usual level of service.

3 Technical Malfunction: The hotel's central heating system breaks down on Christmas Eve, and the staff needs to find a quick solution to keep guests warm and comfortable.

4 Special Dietary Requirements: Several guests with specific dietary requirements (allergies, religious restrictions, etc.) did not communicate their needs in advance, and the kitchen is struggling to accommodate these requests

5 Overbooked Reservations: Due to a technical glitch, the hotel accidentally overbooked reservations, and there aren't enough rooms available for all guests.

