"TOUR GONE WRONG" PROBLEM-SOLVING PROJECT

Imagine a scenario where everything goes wrong:

- bad weather
- transport delay
- unhappy customers, etc

Act out:

- the problem
- communication with customers
- solution

Focus on calm language and handling a crisis.

PRESENTATION STRUCTURE

1. Introduction

- Where are we? (hotel, airport, tour, etc)
- Who is involved?
- What was the original plan?

2. The problem

- What went wrong?
- When and why did it happen?

3. Customer reaction

- How does the customer feel?
- What are they complaining about?

4. Staff response

- What should staff say?
- Include useful phrases (polite apologies, reassurance, clarifying questions, etc)

5. Solution (Slide 6)

- What is the best solution?
- Give 1–2 alternatives (refund, upgrade, alternative tour, etc)