

Print on card stock and cut apart comments.

Customer Comments

With the popularity of social media and customers able to write comments on websites, consider how you would handle the following comments if they appeared on your site, to make improvements and re-train staff if needed.

<p style="text-align: center;">Lodging</p> <p>Customer commented that there were not enough towels in the bathroom.</p>	<p style="text-align: center;">Lodging</p> <p>Customer commented that room was not cleaned when they returned from shopping.</p>
<p style="text-align: center;">Lodging</p> <p>Customer commented about price of internet.</p>	<p style="text-align: center;">Lodging</p> <p>Customer commented about the pool not being clean.</p>
<p style="text-align: center;">Lodging</p> <p>Customer commented the service was lousy.</p>	<p style="text-align: center;">Lodging</p> <p>Customer commented that the remote for the T.V. did not work.</p>
<p style="text-align: center;">Lodging</p> <p>Customer commented that there were errors in his bill.</p>	<p style="text-align: center;">Lodging</p> <p>Customer commented that the view outside of her room was obstructed by trees.</p>
<p style="text-align: center;">Lodging</p> <p>Customer commented that they did not have reservations.</p>	<p style="text-align: center;">Lodging</p> <p>Customer commented that there was too much noise coming from the next room.</p>

Print on card stock and cut apart comments.

<p style="text-align: center;">Transportation</p> <p>Customer commented that airplane was late in arriving to destination and connecting flight was missed.</p>	<p style="text-align: center;">Transportation</p> <p>Customer commented that bathrooms on cruise ship were dirty.</p>
<p style="text-align: center;">Transportation</p> <p>Customer commented that there was not enough leg room on airplane.</p>	<p style="text-align: center;">Transportation</p> <p>Customer commented that flight was canceled due to weather and was not able to get to business meeting.</p>
<p style="text-align: center;">Transportation</p> <p>Customer commented that the bus made too many stops.</p>	<p style="text-align: center;">Transportation</p> <p>Customer commented that the tour guide on the bus was rude.</p>
<p style="text-align: center;">Meals</p> <p>Customer commented that the meal made her ill.</p>	<p style="text-align: center;">Meals</p> <p>Customer commented that the meals were too expensive.</p>
<p style="text-align: center;">Meals</p> <p>Customer commented that the dishes and glasses were dirty.</p>	<p style="text-align: center;">Meals</p> <p>Customer commented that the server was too slow.</p>