

Hotel Rescue Role and Crisis Cards

NAME _____ DATE _____ PERIOD _____

Hotel Rescue role cards

Cut on the lines or assign roles from the screen. Each role contributes information; no role solves a crisis alone.

HOTEL DIRECTOR Coordinates the whole response, approves major changes, checks cost and guest impact. Starter: "Before we decide, we need to know..."	FRONT DESK AGENT Communicates with guests, checks reservations, explains verified options, and records changes. Starter: "The guest needs to hear..."
EVENTS PLANNER Protects the event purpose, schedule, room setup, vendors, and client priorities. Starter: "The event can still work if..."	HEAD CHEF Adjusts food service to staff, time, equipment, allergy information, and approved safety procedures. Starter: "The kitchen can safely provide..."
GUEST SERVICES MANAGER Coordinates room readiness and staff assignments, then checks that promised work is completed. Starter: "The room team should..."	SENIOR CONCIERGE Finds verified transportation, entertainment, dining, or alternate-service options for guests. Starter: "One verified option is..."

Hotel Rescue crisis cards

CRISIS A: OVERBOOKED HOTEL

More guests have confirmed reservations than the hotel has available rooms. The team must verify the reservation list, identify safe and accessible alternatives, communicate quickly, and decide what the hotel can offer without making promises it cannot keep.

CRISIS B: SHORT-STAFFED BUSINESS RETREAT

A business retreat begins tonight. Several kitchen staff members are absent. The team must protect food safety, decide what menu can be delivered with available trained staff, communicate changes to the event client, and keep the retreat schedule workable.

CRISIS C: UNREADY ACCESSIBLE ROOM

A guest paid for early check-in and requested an accessible room before an important meeting. The room is not ready. The team must protect the accessibility requirement, find a useful immediate option, communicate a realistic timeline, and correct the service failure.

SAFETY AND SERVICE BOUNDARIES

- Do not promise another hotel's room, transportation, a refund, or a food service until the responsible worker verifies it.
- Do not move a guest into a room that does not meet an accessibility request.
- Do not solve short staffing by ignoring food-safety rules or asking untrained workers to perform restricted work.
- Use calm, factual communication. Do not blame the guest or an absent worker.

Quick reference: strong response order

1. **Verify:** What facts are confirmed? What is still unknown?
2. **Protect:** What safety, accessibility, reservation, or client requirement cannot be ignored?
3. **Coordinate:** Which roles need to act, and in what order?
4. **Communicate:** What can the team honestly tell the guest or client now?
5. **Follow through:** Who checks that the solution happened?

USEFUL LANGUAGE

- “I can confirm...”
- “I am checking...”
- “The options we have verified are...”
- “The next update will be...”
- “This role will follow through by...”