



Is the customer always right? Are there limits, and how do you impose them?



Tipp von Oliver Friedrich



The customer is right, but I'm still in charge. So there are limits. But just to be very clear on the basics: we do absolutely everything we can to ensure our guests are happy. If for some reason a guest isn't satisfied, then we work together to find a solution. After all, the guest is paying for the service they receive. But the guest and the host must deal with each other on an equal footing. If we are treated as servants or have the feeling that people are taking out their frustrations on us without reason – or if the guest even becomes abusive – then they have crossed the line, and we will communicate that politely. Thankfully, that almost never happens.