



Wild & Orderly

Handling a guest complaint at hotel reception

Overview

This module is a short scenario-based resource demonstrating how to handle a guest complaint at a hotel reception.

The focus is on applying appropriate communication behaviours in a realistic situation. The scenario contrasts different responses to highlight their impact on the guest experience.

The resource is designed as a brief, self-contained example of service interaction rather than a comprehensive training module.

Structure and interaction

The scenario follows a linear sequence with a single decision point:

- An initial scene introduces the situation, with a guest raising a complaint at reception.
- A decision screen presents two possible responses.
- Each response is explored in turn, showing the interaction and its outcome.
- Feedback is provided after each response to explain the impact.
- A final summary highlights key principles for handling complaints effectively.

Interaction is simulated rather than fully interactive. The structure creates the impression of choice while ensuring all learners see both outcomes.

Each scene covers one step, keeping the sequence clear and easy to follow.

Visual design

The visual style is simple and consistent across all scenes.

- A single background is used throughout to maintain continuity.
- Characters remain consistent, with changes in pose and expression used to indicate tone and outcome.
- Dialogue is presented using a consistent subtitle-style text box, while instructional text is visually distinct.
- A limited colour palette is used, with brighter colours applied selectively to highlight decision points.

Visual hierarchy is created through placement and sequencing rather than decorative elements. Changes between scenes are minimal, supporting a smooth narrative flow.

Accessibility

Content is presented in a clear linear sequence, making it easy to follow without interaction.

Dialogue is displayed as on-screen text, ensuring that all information is accessible without audio.

Scene pacing allows sufficient time for reading, and only one speaker is active at a time to reduce cognitive load.

Instructional and feedback elements are visually distinct, helping learners differentiate between dialogue and guidance.

Constraints

The module was developed using Vyond, which limits:

- control over text animation and styling
- available character expressions and actions
- ability to customise colours within predefined elements
- access to advanced timeline editing in the free version.

The design keeps things simple and consistent within these limits.

Summary

This module uses:

- a simple, linear scenario structure
- contrasting responses to demonstrate impact
- minimal animation to maintain realism
- clear visual distinction between dialogue and feedback

It is designed as a concise example of scenario-based learning focused on handling customer complaints.