

# How to respond to billing queries for a guest?

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You are the front desk executive for Taj Hotel when a customer comes to you with a bill query. Dealing with such situations requires tact and excellent [English speaking skills](#). If your communication skills are perfect, you will be able to handle such guests with ease. You should deal with guests in a professional manner so that they will leave as satisfied customers and return again. Keep the below two things in mind when conversing with such guests.



## Things To Keep In Mind When Responding To Billing Queries For A Guest:

### 1. Listen carefully

Most of the times, guests may feel overcharged or unfairly treated. In such cases, they are bound to become hyper. It is up to you to stay calm and listen to what they have to say clearly. If you get tensed by the situation and misunderstand, it will only lead to chaos.

### 2. Back up with Documentation

When the customer asks for details, be prepared with documentations. It is preferable to have your billing policies in a written format to avoid errors and misunderstandings. Having written policies in place will help you to make the customer understand the billing rules and will give fewer grounds for dispute.

Go through the below sample conversation to know how to speak with a guest.



### Sample Conversation:

**Situation:** A customer walks up to you and says that he is being overpriced.

**Guest:** Hello, I think there is some mistake in the bill that you have given me. The charges are Rs.20, 000, but the food which I ordered was for Rs.15, 000 only. What is the extra Rs, 5000 that I am being charged for?

**You:** Please let me check the bill.

**Guest:** Sure, here it is.

**You:** Sir, the bill seems to be in order. The extra charges are for playing games (in the video parlor) and Sauna bath.

**Guest:** What do you mean? I thought those services were free.

**You:** My apologies sire, but there are some games in the parlor that you are charged for and it is stated clearly before you play.

**Guest:** What non-sense? It is free in other five hotels. I expected it to be free here also.

**You:** I am sorry sir for the inconvenience, but it is our hotel's policy and hence mentioned in the welcome guide as well.

**Guest:** But I did not see it, can you show me?

**You:** Of course Sir. Here it is.

**Guest:** Oh! Okay. I am sorry but I was not aware of these charges. Can we arrange for a discount?

**You:** Since you are a regular customer, we can arrange for a discount. Let me talk to my supervisor and I will get back to you ASAP.

**Guest:** Thank you so much. It means a lot to me. I am glad I chose this hotel.

**You:** Our pleasure is to serve you Sir. Have a nice day!



The above sample shows how to respond to a guest billing query in professional English. You can improve your spoken English with the help of an [online English teacher](#).

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**- By Monika Agarwal**

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