

Microcredential in Customer Service Excellence Assignment

There are two parts to this assignment. They are as follows:

- **Trip Advisor Review:**

Find and share two examples of a Trip Advisor Review for a Unama'ki - Cape Breton Island tourism business that outline positive visitor experiences. Describe how these reviews will help these businesses succeed?

- **Tourism Scenario:**

Situation: Your resort has had the following review written about your property: "This was supposed to be the highlight stay in our exploration of Nova Scotia. It was a complete disappointment. When we drove up to the main building it appeared in such disrepair that we thought it was closed. Our room was dated and worn. Public spaces even worse with peeling paint, dirty carpets and old furniture. When I inquired about lack of heat in our guestroom, I was told that the lodge has a centralized heating system and could not be adjusted. They offered to send us blankets and a space heater. When maintenance arrived with our blankets, we were told that they were "turning up the boiler ". That never happened and no explanation or apology given. There may be some nicer and updated rooms on the property, but we certainly didn't get one. Make absolutely sure you don't stay in the lodge. This was a sad and expensive lesson." Using the tools discussed during the course, create an email response to resolve their concern in a positive manner?

Please submit assessment piece by email, on or before _____ to:
bryan_hickey@cbu.ca