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a WORD while the issue was going on so that it could be addressed and remedied. But they would just stew instead. Because the business/company/corporation already failed. If I have paid for an experience that is suppose to include stellar guest service, and then I have to ask for stellar guest service, you have failed. If is included, I should not have to ask. I was reading the 'Concierge vs. non. Is it worth it?' thread and one poster was saying you have to know what is included so you can ask for it. Umm, no, if it is included and therefore paid for, it should be automatically provided. If it is not, it is a fail. Is grading a business/company/corporation on a pass/fail basis a hard line? Yes. It's hard line because these days so many businesses/companies/corporation have no problem diminishing their product/service/experience in order to increase their bottom line. Just look at Disney. So no, I am not wasting my expensive cruise time complaining about less-than-exceptional service. I can live with service that is good, average or inconsistent. If it is outright poor or bad and negatively impacting my enjoyment, then I might, depending on the situation. Typically, as long as my grandchildren, who are pretty low maintenance, don't care, I am not going to create a fuss. They are my priority, period. So if the assistant server fails to bring my Mai Tai in a timely fashion, I will live with it but, yes, their tip is going to suffer. Because the business/company/corporation already failed. If I have paid for an experience that is suppose to include stellar guest service and then I have to ask for stellar guest service, you have failed. If is included, I should not have to ask. I was reading the 'Concierge vs. non. Is it worth it?' thread and one poster was saying you have to know what is included so you can ask for it. Umm, no, if it is included and therefore paid for, it should be automatically provided. If it is not, it is a fail. 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The best businesses on the planet are not perfect. Not Ritz-Carlton, not Four Seasons, not ANY business known for their outstanding service. NONE. Because they are run by people, staffed by people and serving people. And people ain't perfect. Not me, nor you. If a mechanic didn't fix your car to your liking would you say something? Or just drive it anyway? If your dentist didn't get a crown seated just right, would you not say anything because "they should know to do it right"? I could go on. And I disagree to some extent about the thread about concierge. There is no way on God's green earth to explain each and every possible facet of guest service. I watched a guest come into the lounge and when asked by his name how his day was going, he said he was sick with a head cold. The host whirled around in the desk chair and starting asking him which cold medication he would prefer. They had an entire cabinet full of miscellaneous OTC meds. Who knew? Did they tell ME that on our initial meeting? Nope. And they handed the guest the entire box of his preferred med. While I agree that some of the major services like helping concierge guests on and off the ship at embarkation/disembarkation, with tendering, booking any needed rez's, etc., etc. should surely be outlined, it is not possible to explain every nuance of each and every offering. THAT would take a great deal more time than it would to speak with a manager for 2 to 5 minutes about less than expected service. Because my DH and I are business owners and because I have worked many years in widely varied service industries, including healthcare, we are very good tipppers (because we know exceedingly well how demanding people can be and how hard those jobs in the industry really are). But NOT if service is bad. That is understandable. That said, we are VERY quick to speak to a manager about 2 things: #1 Outstanding service. We feel it is at least as important to reinforce desired behaviors and compliment it when observed/received as it is to complain. Perhaps even more important. #2 If service is more than a little below what it "should" be under the circumstances, we kindly ask to speak with a manager and tell them in a professional and respectful way what precisely we felt was errant. If they don't know, they can't fix it. And supervisors/mgrs cannot be everywhere at all times with each and every guest, no matter HOW hard they try. I know that very well. If I felt a business had failed me the way you describe, I would definitely speak up to the appropriate person(s) and/or write a letter/email. And if I felt they didn't care, I would not patronize them anymore. I am going to respectfully disagree. First reaction is, wow. Second is that you must have never worked in the hospitality or service industry OR owned a business. The best businesses on the planet are not perfect. Not Ritz-Carlton, not Four Seasons, not ANY business known for their outstanding service. NONE. Because they are run by people, staffed by people and serving people. And people ain't perfect. Not me, nor you. I am sorry, I thought you were asking for an explanation. I was not expressing my views on why customer/clients/patrons do not express their dissatisfaction with service. I was expressing customer/client/patron views. Or rather distilled views fed into a computer and spit out at the other end. I thought I made that clear with what I added the bit about my grandchildren. I failed. Will endeavor to be better in the future. Last edited: Sep 20, 2018 I am sorry, I thought you were asking for an explanation. I was not expressing my views on why customer/clients/patrons do not express their dissatisfaction with service. I was expressing customer/client/patron views. Or rather distilled views fed into a computer and spit out at the other end. I thought I made that clear with what I added the bit about my grandchildren. I failed. Will endeavor to be better in the future. That, All about me, was very gracious. Thank you. Help! I'm wondering if you pay tax on the DDP subtotal when you pay for it in advance. I will be staying on DVC points and am adding it to my DVC reservation. Also, is there a deadline for booking the DDP with your DVC reservation? Thanks! We are DVC members and this summer will be out first time using the DDP. It is my understanding that DVC members can't pay for DDP in advance, it must be paid for at check-in. As long as you sign up for the DDP BEFORE you arrive you can add it at any time. The \$37.99 and \$10.99 prices include tax, you must pay for it at checkin as MS is not equipped to take your payment. Oops typo! Thanks Bicker Uh.... the regular price for the Dining Plan is \$37.99 and the child price is \$11.99. Uh.... the regular price for the Dining Plan is \$37.99 and the child price is \$11.99. Actually, it's \$37.99 adult and \$10.99 for child and that does include all taxes and tip. I know I've seen reports on here that it had to be added 48 hours before arrival, but I can't find that on the DVC website, so that may not be true. Just in case, I'd probably add it a couple of days before you leave. I know you can't add it on at check in. You do pay at check in as others have said, MS can't take payments. It's a really nice program I think your family will really enjoy it. Have a great trip! Thank you all very much! I just called to add it onto our reservation, and am so looking forward to those fabulous meals! Thanks, again!