

# Letters From Your Favorite Front Desk Clerk



## Dear Guest: Letters from Your Favorite Front Desk

**Clerk** by David Brian

★★★★☆ 4 out of 5

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## A Collection of Musings, Observations, and Tales From the Front Lines of Hospitality

Dear Reader,

Welcome to my humble abode, where I, your favorite front desk clerk, shall regale you with tales from the front lines of hospitality. I have witnessed it all, from the good, the bad, and the downright ugly. And I am here to share it all with you, with wit, warmth, and a touch of snark.

I know what you're thinking: "What could a front desk clerk possibly have to say that would be interesting?" Well, my friend, you'd be surprised. We are the gatekeepers of the hotel, the ones who see it all. We are the ones who deal with the demanding guests, the clueless tourists, and the occasional

celebrity. We are the ones who know all the secrets, the gossip, and the behind-the-scenes drama.

So sit back, relax, and enjoy these letters from your favorite front desk clerk. I promise you, you won't be disappointed.

### **Letter #1: The Demanding Guest**

Oh, the demanding guest. We all have our stories about them. The ones who want their room upgraded for free, the ones who complain about the slightest inconvenience, and the ones who treat us like we are their personal servants.

I have a special place in my heart for the demanding guest who checked in last week. She was a middle-aged woman with a sour expression and a voice that could cut glass. She immediately demanded to be upgraded to a suite, even though she had booked a standard room. When I told her that there were no suites available, she threw a fit. She accused me of being rude and incompetent, and she threatened to write a bad review on TripAdvisor.

I remained calm and professional, even though I wanted to tell her to go pound sand. I explained that I had no control over the availability of suites, and that she would have to speak to the manager if she wanted to be upgraded. She finally agreed to let me check her in to her standard room, but not before giving me a withering look.

I'm not going to lie, I was a little shaken after that interaction. But I'm proud of the way I handled it. I remained calm and professional, even though the guest was being rude and unreasonable. And I didn't let her get to me. I

know that there are always going to be demanding guests, but I'm not going to let them ruin my day.

## **Letter #2: The Clueless Tourist**

The clueless tourist is another common sight at the front desk. These are the guests who don't seem to have a clue about how the world works. They don't know how to use a credit card, they don't know how to get around the city, and they don't even know how to turn on the TV.

I have a lot of patience for clueless tourists. I know that they're just trying to enjoy their vacation, and they don't mean to be annoying. But sometimes, their cluelessness can be a little bit frustrating.

One time, I had a clueless tourist come up to the front desk and ask me how to get to the airport. I told him that he could take a taxi or a bus, and he looked at me like I was speaking a foreign language. He didn't know what a taxi or a bus was. I had to explain to him how to get to the airport step-by-step, and even then, he didn't seem to understand.

I finally gave him a map and told him to follow the directions. He thanked me and walked away, but I could tell that he was still confused. I hope he eventually made it to the airport, but I wouldn't bet on it.

## **Letter #3: The Celebrity**

Celebrities are a different breed of guest. They're used to being treated like royalty, and they expect the same treatment from us. And for the most part, we're happy to oblige.

I've had the pleasure of meeting some amazing celebrities over the years. I've met actors, musicians, athletes, and politicians. And I've always been impressed by how down-to-earth they are. They're just like us, except they have a lot more money and fame.

Of course, there are always exceptions to the rule. I once met a celebrity who was rude, demanding, and completely out of touch with reality. He made me want to tear my hair out.

But for the most part, celebrities are just like everyone else. They're just trying to enjoy their vacation, and they appreciate good service.

#### **Letter #4: The Behind-the-Scenes Drama**

I've already hinted at the fact that there's a lot of drama behind the scenes at a hotel. And I'm not just talking about the guests. The staff can be just as dramatic.

I've seen it all: catfights, backstabbing, and even love triangles. And I'm not going to lie, it can be a little bit entertaining. But it can also be stressful, especially when you're trying to get your job done.

I remember one time when two of my coworkers got into a huge fight. They were screaming at each other in the middle of the lobby, and it was all I could do to keep the guests from calling the police.

Eventually, the manager had to step in and break up the fight. But the damage had been done. The two coworkers were now sworn enemies, and they made working together very difficult.

#### **Letter #5: The Good, the Bad, and the Ugly**

Working as a front desk clerk has been a rollercoaster of an experience. I've had some amazing days, and I've had some really bad days. But through it all, I've learned a lot about myself and about the world.

I've learned that I'm more patient than I thought I was. I've also learned that I'm not afraid to stand up for myself. And I've learned that there's always a good story to be found, even in the most mundane of tasks.

So if you're ever feeling down, just remember the front desk clerk. We're the ones who see it all, the good, the bad, and the ugly. And we're always here to share our stories with you.

Sincerely,

Your Favorite Front Desk Clerk



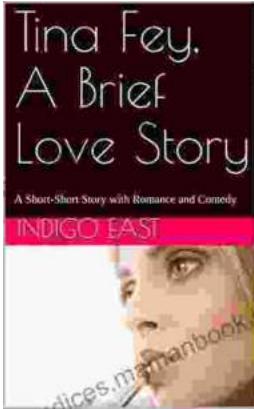
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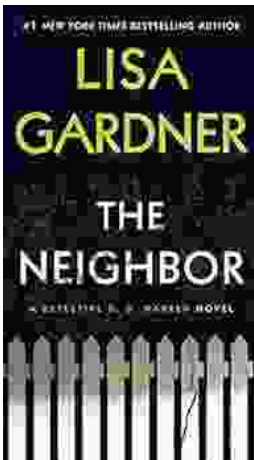
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