



RAI HotelService V

Manual

RAI Hotel Services stands for quality. Our goal is to provide everything you need during your stay so that you return home satisfied. Sometimes things may not go as planned, however, and in such cases we welcome your feedback. You can submit your complaint or suggestion via the website, as described in this manual.

Step 1

For *subject*, select RAI Hotel Services

The screenshot shows a 'Call details' form with a dark header bar containing a save icon and a share icon. Below the header is a red bar labeled 'Category'. The 'Category:' field is set to 'RAI Hotel & Travel Service'. The 'Call:' field has a dropdown menu with the text 'Select a call...'. Below this is a red bar labeled 'Description' and a large text area for the description. At the bottom of the form is another dark bar with the same save and share icons.

Step 2

For *call* select the subject to which the complaint/suggestion is regarding.

The screenshot shows the same 'Call details' form as in Step 1. The 'Call:' dropdown menu is open, displaying a list of subjects. The first item, 'Booked out by Hotel', is highlighted in blue. The other items are listed in green text. The 'Description' field is empty.

Subject	Category
Booked out by Hotel	RAI Hotel & Travel Service
Costs Hotel	RAI Hotel & Travel Service
Details at Hotel not correct	RAI Hotel & Travel Service
Information given by RAI staff	RAI Hotel & Travel Service
Other	RAI Hotel & Travel Service
Quality Hotel	RAI Hotel & Travel Service
Service RAI staff	RAI Hotel & Travel Service
Website	RAI Hotel & Travel Service

Explanation of the available options.

- **Booked out by Hotel**
Choose this option if you were unable to check into the hotel despite booking a room there. Please provide the reason given by the hotel.
- **Costs hotel**
Choose this option if you were not satisfied with the price of the hotel. Please also mention the price you have paid.
- **Details at hotel not correct**
Choose this option if you received incorrect information from the hotel. Please inform us which information was incorrect.
- **Information given by RAI staff**
Choose this option if you received incorrect information from RAI Hotel Service. Please inform us what information was incorrect.
- **Other**
Choose this option if your feedback is concerning another subject, not yet defined.
- **Quality hotel**
Choose this option if the quality of the hotel did not meet your expectations.
- **Service RAI staff**
Choose this option if you have a complaint about the personnel of RAI Hotel Services
- **Website**
Choose this option if the information on our website is incorrect. Please explain which information was incorrect.

Step 3

Submit your personal details.

Your personal details will only be used by us to contact you regarding your feedback. They will not be passed on to third parties or used for other purposes.

Call details	
Category	Additional details
Category: RAI Hotel & Travel Service	Event: <input type="text"/>
Call: Other	Hotel: <input type="text"/>
Dates of reservation	
Check in:	<input type="text"/>
Check out:	<input type="text"/>
Number of rooms:	<input type="text"/>
Contactperson:	<input type="text"/>
Telephonenumber:	<input type="text"/>
Email:	<input type="text"/>
Description	
Description:	<input type="text"/>

Please fill out the information below with your information You can search for a specific event and hotel by starting to type in the field:

Additional details	
Event:	<input type="text"/>
Hotel:	<input type="text"/>
Dates of reservation	
Check in:	<input type="text"/>
Check out:	<input type="text"/>
Number of rooms:	<input type="text"/>
Contactperson:	<input type="text"/>
Telephonenumber:	<input type="text"/>
Email:	<input type="text"/>

Use the field below to submit your feedback. Please provide as many details as possible, including (for instance) the name(s) of those who helped you, the date and time of the incident, the location, etc.

Description

Description:

Click 'save' and your feedback will be submitted. The hotel will be contacted within 48 hours (weekdays) and you will be contacted thereafter.

The model

