

B	I	N	G	O
Smoking fee	Blackcard being rude	Extra linens	Refuses to pay deposit	Key card doesn't work
Demanding free room because they spend so much	Service dog	Nice guest	Booked at wrong hotel	Printer not working
Request room away from guests	Strange lost & found item	FREE	Booked wrong date	I can get a cheaper room somewhere else
Internet out	Reports didn't print	Is that the best you can do	Guest doesn't understand authorization vs charge	Leak in room
Group rate problems	Credit card dispute	Overbooked	Wrong post charge	Elevator down

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