Routine and Non-Routine Problems

When considering routine and non-routine problems, think in terms of closed problems and open problems.

Closed problems or algorithms are step-by-step procedures that give a solution to a problem. For example, if a guest is not happy with a meal, or a room is not ready, there will be certain steps to follow to reach a solution.

Open problems or heuristics provide a guide to help reduce the complexities of an open problem. For example, if a function for 200 guests is prepared and 300 guests arrive, you need to identify what can be done i.e.

- analyse what remains to be done to salvage guest satisfaction
- choose the best alternative
- put solution into practice
- evaluate guest satisfaction