



There's an old Navy saying: When in trouble or in doubt, run in circles, scream and shout. Of course, the opposite is really the intelligent way to deal with problems.

When your flight is cancelled, the hotel is fully booked or other problem strikes you, take a deep breath and review the situation. While others stand around and complain, go immediately to the airline or hotel desk and check out alternatives.

Additionally, get on the phone or smartphone and check all immediate alternatives. When you speak up first, and with courtesy, your chances are best in making other plans quickly and successfully.