



Delta hotels

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(psnewire,2015)

Table of contents:

- Introduction/who they are 3
- Main consumers 4
- Nature of company 5
- Scope of company 6
- Role of guest servicers 7
- Facilities 8
- Role/function of guest services ...9
- Importance of hospitality 10
- Summary 11
- Conclusion 12
- Reference list 13

Introduction

Delta hotels is a hotel brand associated with The company Marriott international. It was Founded in 1962, with it's head quarters being located in Toronto Ontario(Owler inc, 2023) and currently has over 100 Hotels situated Across North America, Asia, Europe, the central and middle east of America And the Caribbean (News Marriot, 2023).It's Currently a 4 star rated hotel which focuses On the details that truly matters, and also Contains loyalty programmes for their Regular consumers. (Delta-hotels, 2023)



(TripAdvisor, 2022)

Consumers

Delta's main consumers consists of Family's, Solo travellers, business related travels and Couples however, the most common are Family's and couples. With the hotel Consisting of a range of activities and facilities this makes it the ideal hotel Stay for a family. It's also the ideal hotel for a relaxing holiday which attracts many Consumers annually.



(Jet2holidays, 2022)

Nature

What is nature?

At delta they think about the details that truly matter, They aim to perfect them leaving their customers with a streamlined travel experience

(Delta-hotels Marriot, 2023)

Delta's amenities consists of:

Property Amenities:

- Free parking
- Free internet
- Bar/lounge
- Fitness centre
- Pool
- Gaming room
- Children activities

Rooms:

- Air conditioning
- House keeping
- Flat screen tv
- Private balcony

Guest services:

- Room service
- Tour desk
- Laundry
- Babby sitting
- Restaurant service

Scope

Delta hotels started off as down graded hotels which had no longer met it's standards of room quality, guest service and etc(Head for pints, 2022). Therefore they were refurbished and Built into a hotel brand which focuses on those aspects closer to provide them to their Consumers. Meaning their overall scope would Have been to focus on the quality of their Facilities, and training of staff; which has proven to work from the looks of some reviews.

Examples:

“Staff and gym/spa facilities were excellent and were better than advert showed. Room was an excellent size and very comfortable. Staff were exceptional and an asset to your business and deserve credit, bar, reception and spa staff kudos !”
(booking.com, 2020)

This one example of many other reviews shows their plan already in the workings and place.

Role of guest services

At delta their employees are there to provide:

- Room service
- Hospitality
- A friendly environment
- Baby sitting
- Tour desk
- Laundry
- Bar/lounge
- Accessible(wheel chair access)
- Restaurant

Facilities

Delta have a variety of facilities to keep their Customers entertained.

They're main facilities include:

- Swimming pools
- Sun terrace
- Mini golf
- Gym/ fitness centre
- Gardens
- Tv lounge
- Tennis courts
- Kids club



(Ticket Gateway, 2019)

Role and function of guest services

The role of guest services is what ensures whether their customers return to their hotels; hence why they focus on leaving their customers with a streamlined Travel experience, this is done to ensure they have repeat customers. The function of guest services is to ensure their customers have a good experience and a lovely holiday, and generally making the environment friendly and comforting again hoping to receive repeat customers. This builds strong reputation for the hotel Brand.

Importance of hospitality

What is the importance of hospitality?

The greatest importance of a hotel is to
Provide the highest possible level of hospitality.

This ensures they have an enjoyable trip; and
most importantly they remember the hotel in
a positive manner (Perry Group, 2017).

To meet guest expectations, hotels can look at their
reviews to see what needs improving or changing.

Hotels provide basic necessities to meet guest standards
by providing cleanliness, adequate safety, internet,
Furniture, comfortable beds and etc.

Summary

During this presentation you will have learned about a small background of delta hotels while also covering A further insight about the brand, who they are, and what the services that they offer. This presentation has touched upon guest expectations, the importance of Hospitality, the role and function of guest services their facilities, their consumers, and the scope and Nature of the hotel brand.

Conclusion

Hopefully this presentation has left you with a Good understanding and knowledge of the hotel brand, and allowed you to see the why it would be a perfect choice for a relaxing holiday.

Thank you for listening.



Reference list

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