

# **MARRIOTT HOTEL- BULGARI HOTEL**

Ratna Begum

Student ID:1919090

BMHI4003- Hospitality and Guest Service for Hotel Industry

# INTRODUCTION

Bulgari Hotel and Resort is located in Dubai on the Jumeriah bay. This is connected by a 300m bridge. From the hotel you would see amazing views while having a modern and comfortable atmosphere.



# MAIN CONSUMERS

Bulgari's main consumers are affluent individuals and families as it is luxurious.



# ROLE AND FUNCTION OF GUEST SERVICES

- The function is to Bulgari's ensure that all guests have an enjoyable and memorable experience
- Guest service staff should know about the local area, attractions and activities. While also to be able to provide guests with helpful assistance.
- Bulgari hotels also provide high end amines and services.

# ACCOMMODATION FACILITIES

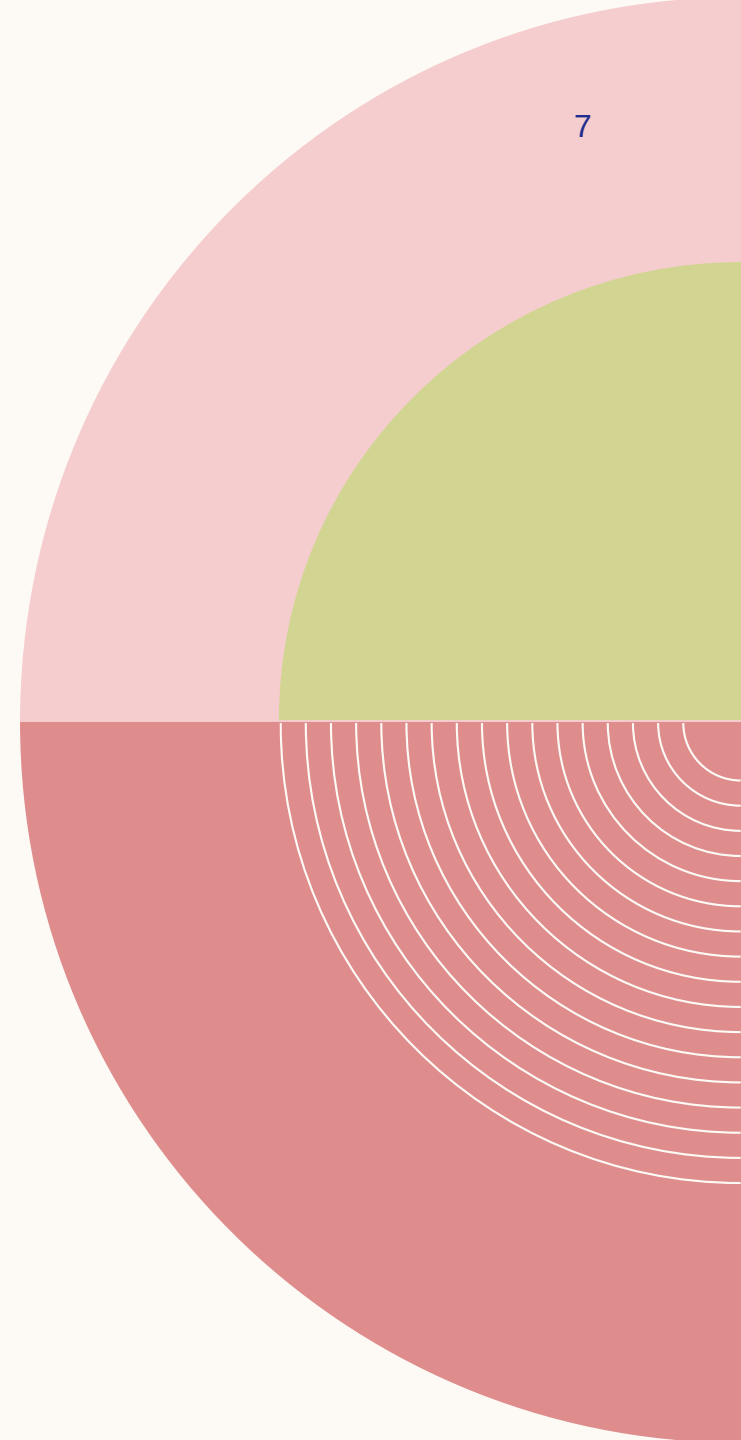
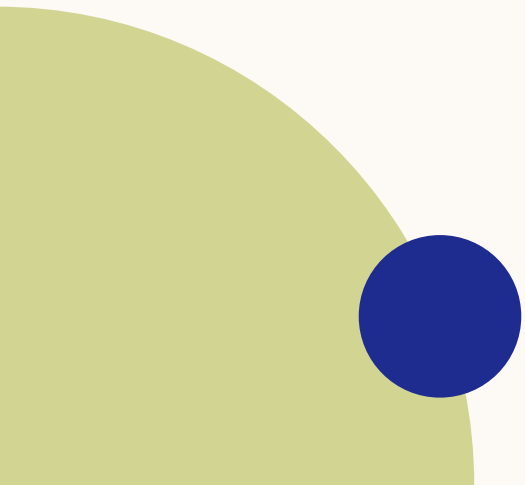
- The Bulgari hotel offers a wide variety of services
- They have a café, bar, beach club, outdoor pool and indoor pool, beauty salon, barbershop and spa
- They also have amazing hospitality service

# MEETING GUEST REGULATIONS

- Bulgari hotel can meet guest expectations by providing a high level of customer service, offering a quality product and experience.
- They ensure their staff are well trained and they provide the best possible service and answer any inquiries one must have.

# CONCLUSION

To conclude the Bulgari hotel will create a positive experience as it meets guest expectations and making sure their service is high quality. They also provide a range of services and amenities to provide a unique and memorable experience for their guests.





**THANK YOU**

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