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BMIH4003 Hospitality & Guest Services LEVEL 4 Module
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The role and importance of quality service, hospitality,
and guest services within the hotel industry I have
chosen marriot hotel London park lane



Marriot hotel



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London marriot
hotel park lane



The hospitality industry is focused on providing for the needs of the consumer. To do this, one must first comprehend and anticipate the wants of the consumer, then have the knowledge necessary to satisfy and surpass those needs. Guest Service in the Hospitality Industry covers the nuances of high-quality guest service with dependable and tried-and-true ideas from the whole hospitality industry we all work together as a team



London Marriott Hotel Park Lane
You'll have a great location at the London Marriott Hotel Park Lane because it's only a five-minute stroll to Oxford Street and Hyde Park. At Lanes of London, which serves British cuisine and is available for breakfast, lunch, and dinner, visitors can unwind with deep-tissue massages, facials, or body treatments while also grabbing a bite to eat. Other highlights at this opulent hotel include a fitness club, an indoor pool, and a bar/lounge. The pool and friendly staff are popular with other travellers. Public transit is easily accessible from the property; Bond Street Underground Station is 8 minutes' walk and Marble Arch Underground Station is just a few metres away

- Marriot hotel london guest service representative typically manages the check-in and check-out processes for guests, guiding them to their rooms, managing and keeping their luggage in the appropriate locations, helping them with valet parking, etc. He or she assists with security and housekeeping tasks as well as front desk chore.
- The secret to success in the hospitality sector is integrating exceptional service into the brand and specific business operations. Using quality service that is obvious throughout the entire business, its personnel, and its plan, Guest Service in the Hospitality Industry trains hospitality managers to meet and exceed customers' expectations.



Marriot hotel

FEATURED AMENITIES ON-SITE

FEATURED AMENITIES
ON-SITE

[Sustainability](#)

[Restaurant](#)

[Fitness Center](#)

[Spa](#)

[Indoor Pool](#)

[Meeting Space](#)

Free Wifi

Dry Cleaning Service

Laundry

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- Located at the intersection of Oxford Street and Park Lane in the heart of London's West End, this five-star hotel offers a variety of amenities. Luxury air-conditioned rooms with views of Hyde Park and free WiFi in public areas are among its many amenities. The London Marriott Hotel Park Lane, which was formerly a majestic apartment block, is adjacent to all of the city's most well-known landmarks, theatres and retail establishments. With convenient access to all areas of the city, Marble Arch London Underground Station is only a few yards away.



Marriot hotel

- Food and beverage, travel and tourism, housing, and recreation make up the four primary sectors that make up the hospitality business, a sizable subset of the service sector. For instance, the F&B category includes eateries, bars, and food trucks; the travel & tourism area includes various modes of transportation and travel agencies; the lodging category ranges from hotels to hostels; and the recreation category includes leisure pursuits like sports, wellness, and entertainment. All of these sectors are interwoven and dependent on one another, but because of new technologies and shifting consumer attitudes, many of these in the hotel industry are rapidly changing.

reference

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A glass jar sits on a dark, textured surface. Inside the jar, several sparklers are lit, creating a bright, golden glow. The background is dark with out-of-focus blue and white lights, creating a bokeh effect. In the foreground, a string of warm white lights is visible, adding to the festive atmosphere.

Thank you from
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