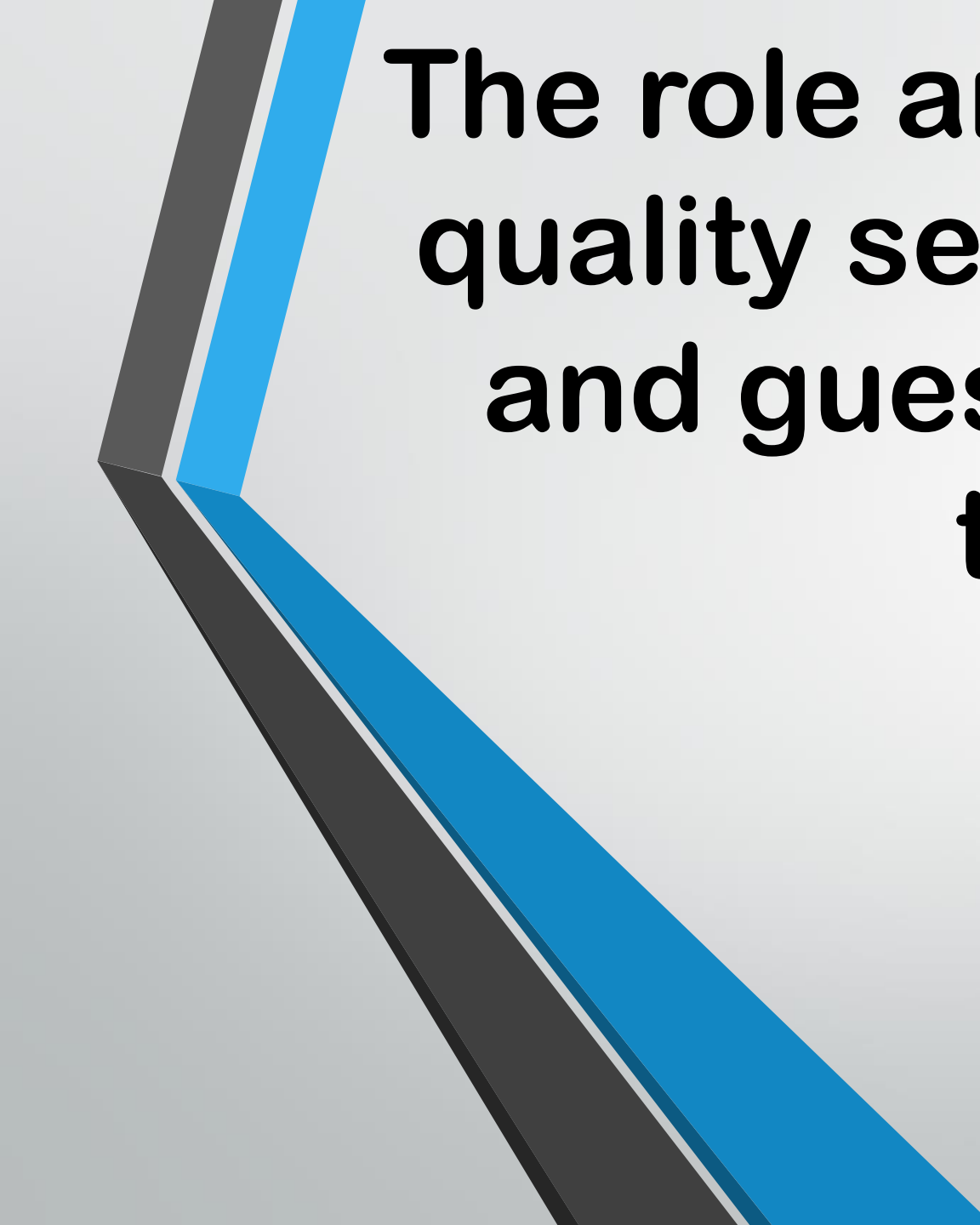




The role and importance of quality service, hospitality, and guest services within the hotel industry

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Contents:

- Introduce to Signia Hotel

- Main Consumers

- Nature, scope, and role of guest services and Facilities

- Role and function of guests services in general

- Importance of hospitality

- Meet guest expectations



Signia Hilton Logo (2019)



Signia Hilton (2019)

Signia is a new line of luxury hotels that are located in desirable resort and urban locations. These properties offer state-of-the-art technology, an extensive range of meeting and event capabilities, and world-class design. All of these are backed by the Hilton Honors program and are part of the company's signature hospitality experience.

Signia by Hilton (2023)

The services offered by Signia by Hilton will provide leisure and business travelers with elevated experiences when they travel:



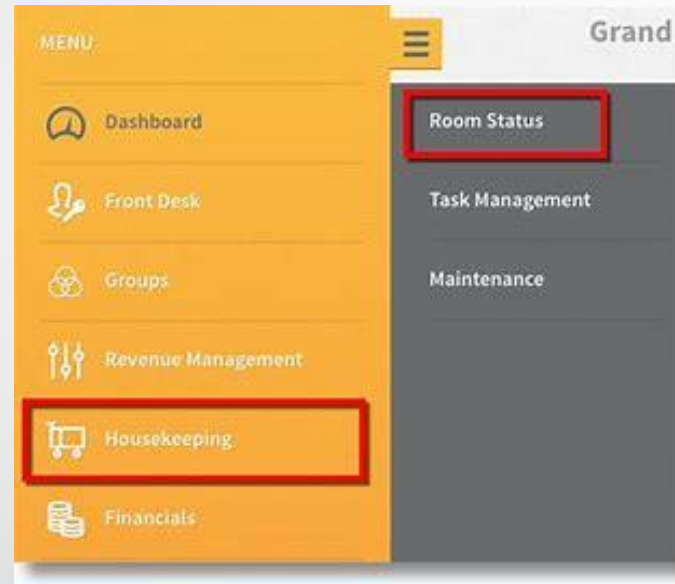
Signia Hilton

Signia Hilton will be able to fill a significant need in the market by developing an impressive and innovative brand at the upper end of the upscale market (Bradley and Edelstein, 2019).



**Bonnet Creek Resort
(2021) [video]**

Role and Function of guest services:



nörrenberger
nörrenberger group of hotels

AUG' 29 to SEP 02, 2022

Foreign Exchange Report

Week	I&E FX Window	NAFEX Window
Current	↑ N431.50/\$1	↑ N428.90/\$1
Previous	N430.33/\$1	N428.44/\$1

The hospitality industry is known for its importance in providing warmth and protection to its guests. It also helps build a strong relationship between the company and its customers. On the other hand, it is constantly adapting to the latest technological advancements (Kaleb,2022).



Exceed guest expectations:



Make
Connections
Easier Through
Effective
Contact

UNDER
PROMISE
OVER
DELIVER





- The various approaches taken to improve the service standards of luxury restaurants have produced varying consequences. According to Johnson (2007), the concept of service excellence has been established due to the previous scholars' contributions. It is a requirement for service providers to deliver exceptional experiences to their customers. This implies that luxury establishments are expected to deliver exceptional service, as well as good food.

Conclusion

- **Signia Hotel is a luxury hotel, destined for business travellers, it is offering various facilities and exceed customers' expectation on a high level.**
- **The role of guest service is complex and has many responsibilities.**
- **The hospitality industry is creating connections between companies and guests and is adapting to technology.**
- **To exceed customers' expectations need to deliver exceptional service.**

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