

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

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JW Marriott



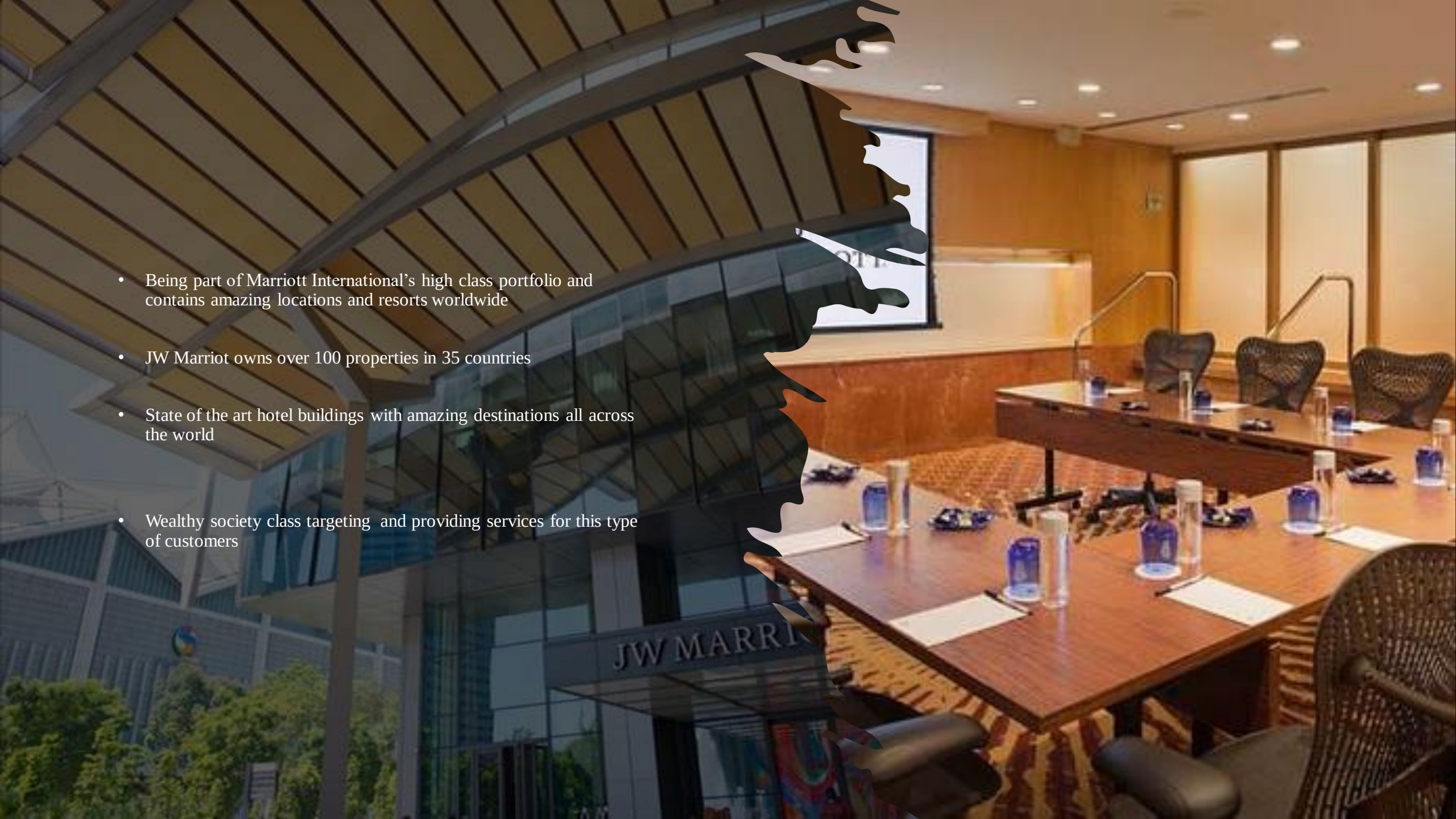
Table of content

• Introduction	_____	3
• Services	_____	5
• Hospitality	_____	7
• Conclusion	_____	9
• References	_____	10



- John Willard Marriott, (17.09.1900 – 13.08.1985) was a businessman from U.S.A. He founded the Marriott Corporation (transformed into Marriott International in 1993), parent of the biggest brand in Hotel and Hospitality industry.

JW MARRIOTT®

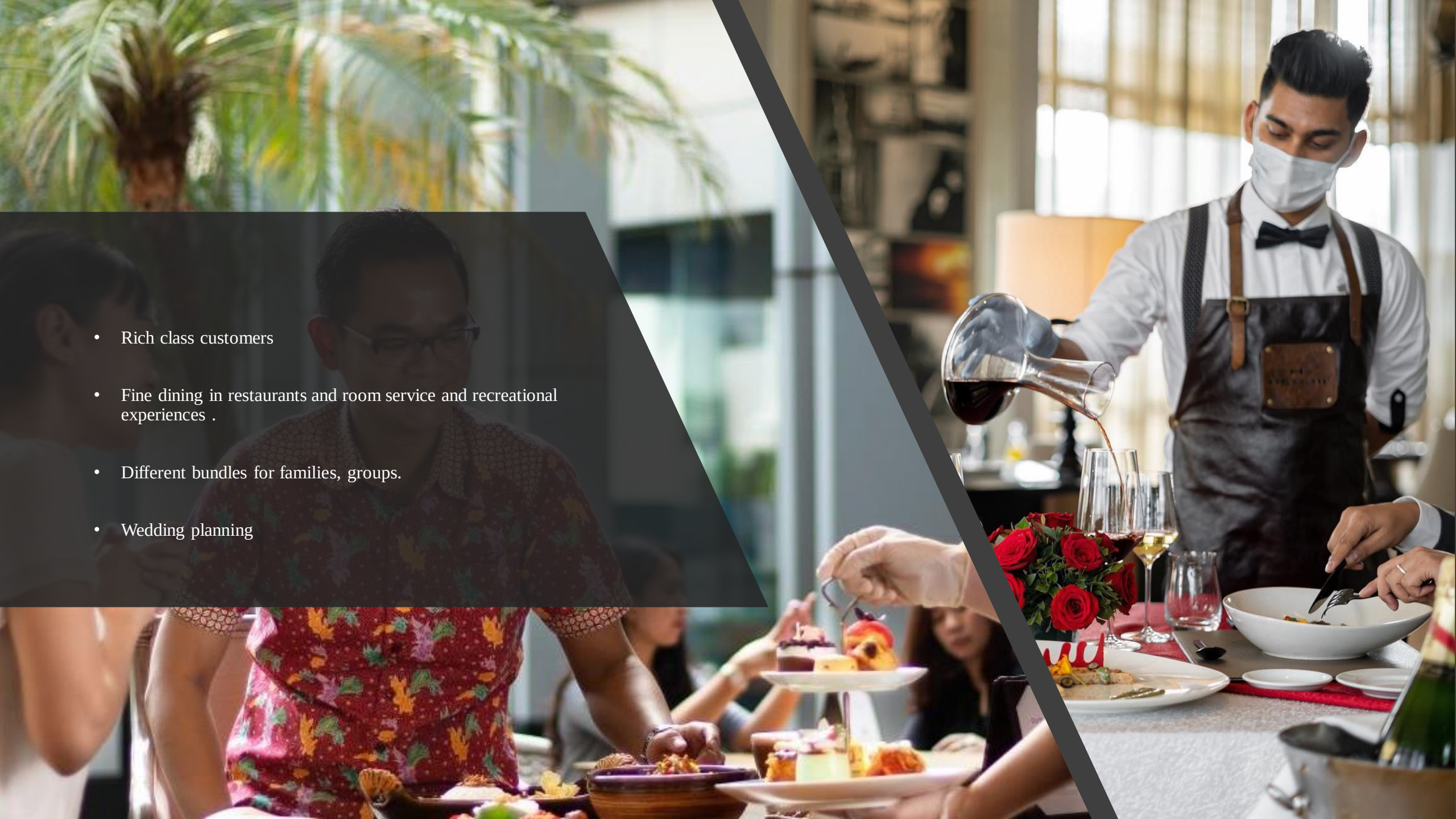
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- Being part of Marriott International's high class portfolio and contains amazing locations and resorts worldwide
 - JW Marriot owns over 100 properties in 35 countries
 - State of the art hotel buildings with amazing destinations all across the world
 - Wealthy society class targeting and providing services for this type of customers

JW Marriot services:

- Business centers
- High class sauna facilities, fitness rooms and pools
- Relaxing facilities like libraries and gardens
- Massage centers
- Known for prioritizing people, integrity in actions, opened to changes and chasing excellence



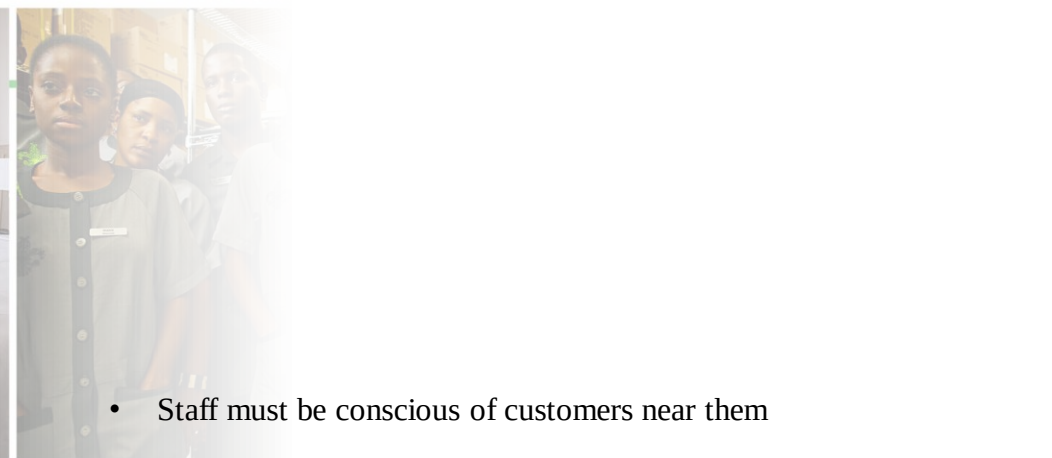
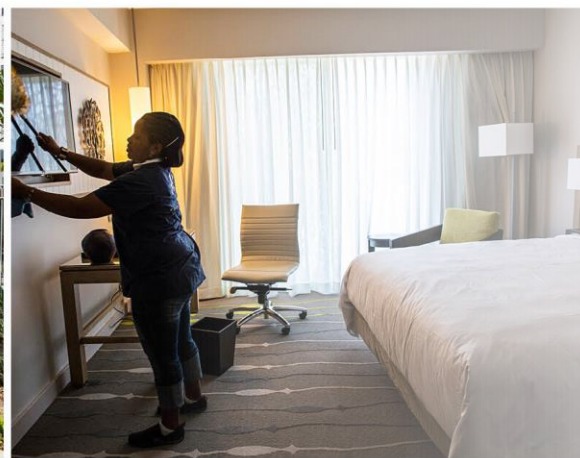
- Rich class customers
- Fine dining in restaurants and room service and recreational experiences .
- Different bundles for families, groups.
- Wedding planning



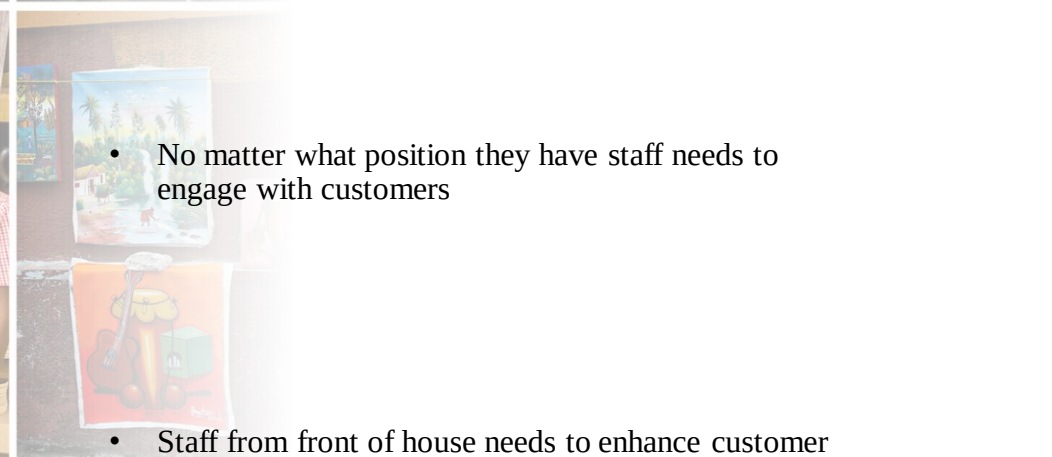
Hospitality

- JW Marriott contains most of the branches within the industry of hospitality like F&B, lodging, tourism, business events
- JW Marriott strict and selective with employees.
- Employees are carefully chosen and offered training for their positions for the better understanding of the customers and the brand.
- Employees training style is visible on their website

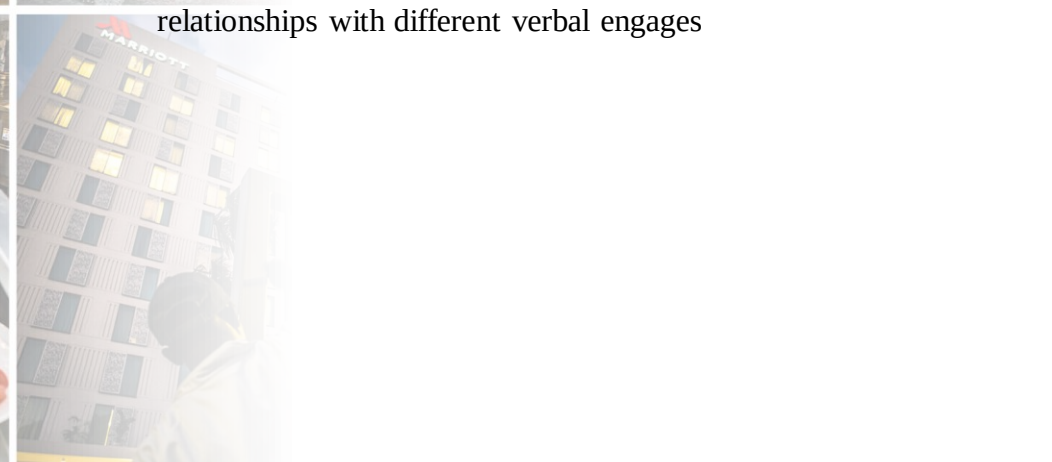




- Staff must be conscious of customers near them



- No matter what position they have staff needs to engage with customers



- Staff from front of house needs to enhance customer relationships with different verbal engages

A photograph of a JW Marriott hotel building at night. The building is a multi-story structure with a modern design, featuring large glass windows and balconies. The interior lights are on, and the balconies have glass railings. The JW Marriott logo is visible on the top of the building. The sky is dark blue, and the foreground shows some landscaping and a paved area.

JW MARRIOTT

- Full-service high-class hotel
- All services and amenities
- Large number of staff to satisfy all your needs.
- Upscale restaurant bar and lounges in menu and pricing.
- Top hospitality, guest services and quality services to ensure that customers will return.

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