

The role and importance of quality service, hospitality and guest services within the hotel industry – Six Senses Hotel and Resorts

By Rujina Khatun

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Introduction

Founded in 1995 – 22 hotels/resorts and 6 spas.

Luxury resorts, spas, private clubs and residences.

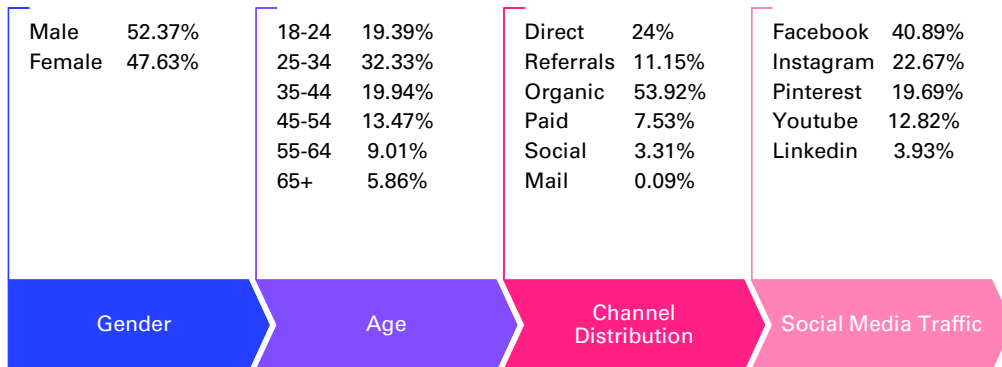
Every unit has it's own special take on life.

Values include pioneering wellness, emotional hospitality and crafted experiences.



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Target Market



(SimilarWeb, 2022)

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Services and Facilities

- Guest Experience Makers
- Car and boat transfers
- Indoor and/or outdoor pools
- Spa and Fitness facility
- Wellness programs
- Luxury dining experiences
- Meeting spaces
- Breakfast in bed at no extra cost
- Multilingual hosts
- On-site nurse

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Role and Function of Guest Services

Offering guests the chance to reconnect and refocus on what really matters, Six Senses Hotels Resorts Spas are destinations that are in total harmony with the natural environment around them.

The ultimate aim of the brand is make its guests feel their best and for them to stay, play and create those perfect moments that become lasting memories for ever. (International, 2019)

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Importance of Hospitality and Guest Expectations

Would you rather feel like a Customer or a Guest?

Good customer service can help businesses in the hospitality industry to:

- Attract new guests
- Increase repeat business
- Generate positive word-of-mouth
- Improve their bottom line

By providing excellent customer service, businesses can create a lasting impression that will bring guests back again and again.

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Summary

How hotels meet their definition of hospitality and guest services is up to them however, it is clear that by making sure that customers are always happy with the products and services they receive, businesses can build long-lasting relationships that lead to repeat business and positive word-of-mouth advertising.



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