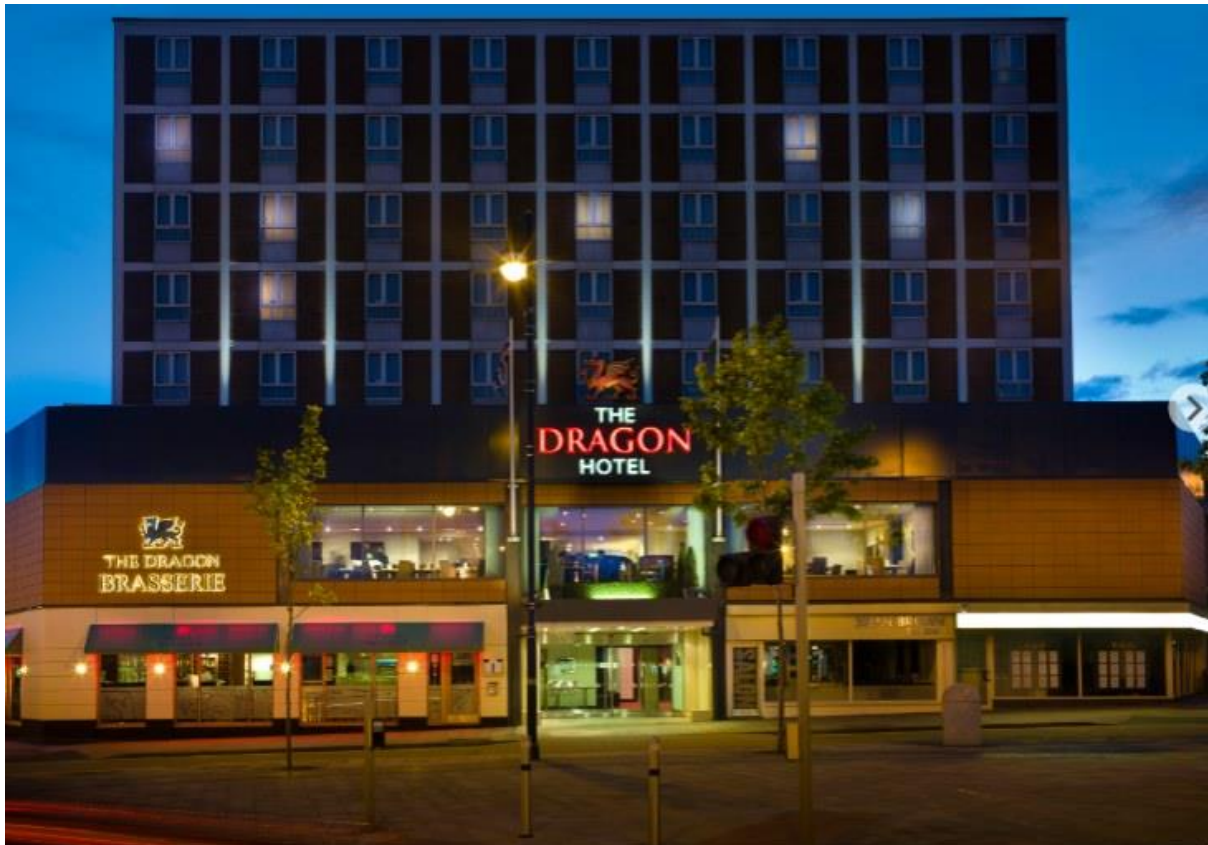




The Dragon Hotel (Swansea)

Good

1. The atmosphere is great, clean and tidy.
2. Working in a multi-cultural environment.
3. The staff/ managers are very friendly and welcoming.
4. The pleasure you get when you welcome the guest to diner in with us.
5. Everyone always have a smile on their face :)
6. Attending different venues such as wedding, promo, coach parties and ect / having a health fitness area.
7. Room service is done regularly and there is always someone to help the guest out.



Bad

1. Most hotel jobs are long hours- seasonal times / no break only at the end!
2. When the guest complaining about food the supervisor doesn't do anything.
3. The menu is mostly the same and the chef doesn't cook variety of foods for the guest.
4. The dining area is very plain as it doesn't have photos of the hotel's past experiences.
5. No music to enhance the feel of joy - but having music will shapes the emotional investment visitors have to the hotel and helps usher in positive memories.
6. They only have 2 lifts and sometimes it gets stuck (they had to call the firefighters).



Improvement

1. **The chef- variation of meals.**
2. **Use guest feedback to make future decisions**
3. **Having more lifts for the elder people.**
4. **Experiencing music creates memories.**
5. **Having creative photo canvas frames great hotel atmosphere.**
6. **Offering more breaks to the staff and reduce the long hour shift evenly.**



Reference List

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1. SiteMinder. (2019). *4 Simple Ways to Improve Guest Services in Your Hotel - SiteMinder*. [online] Available at: <https://www.siteminder.com/r/trends-advice/hotel-management/ways-improve-guest-services-hotel/> [Accessed 29 Apr. 2019].
1. SixièmeSon Audio Branding. (2019). *Hotel Industry Needs Good Sound Design. Discover Why !* [online] Available at: <https://www.sixiemeson.com/en/news/hotel-industry-sound-design/> [Accessed 12 Apr. 2019].

Overall I had an amazing experience!

By Anoja

