



HOSPITALITY AND GUEST SERVICES

BMIH4003

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FOUR SEASONS

Introduction

- Four Season hotels and resorts was founded in 1961 (FOUR SEASONS PRESS ROOM, 2018).
- It was founded by Mr. Isadore Sharp.
- It has around 126 hotels and resorts and is operating in 47 countries (FOUR SEASONS, n.d.).



Introduction

- The hotel company's headquarter is based in Toronto, Canada.
- It is one of the largest and most recognizable luxury hotel brand around the world.
- It is owned by famous Businessmen Bill Gates and Prince Al Waleed bin Talal Al Saud (Karmin, 2021).



Main Consumers

- This hotel company mainly focuses on individuals having high income (HH, 2017).
- They targets people who businessmen who are looking luxurious hotels with excellent services.
- The company is also a good place and popular among people for conducting a meeting or an events (FOUR SEASONS, n.d.).
- Families are one of important customer for this company and they try attract them by providing them lucrative packages.



Nature, Scope and Role

- Nature, scope and role of of the guest services and facilities that are provided to these guests by the Four Season are as follows
1. This hotel brand offers a range of accommodation as per the needs of its clients.
 2. Four Season gives you the best dining experience.
 3. It also offers Spa and Wellness facilities



Nature, Scope and Role

- 4. It has a concierge team which is available 24/7.
- 5. It offers recreational activities and facilities to its guests
- 6. It also offers business services to clients who came in the hotel for business purpose.



Role and Function of Guest Services in General

- Role and function of guest services are very crucial in hospitality sector.
- It plays an important role in overall guest experience.
- Providing support and assistance to the clients throughout his stay.



Role and Function of Guest Services in General

- It also tells about the area of improvement, if required.
- It play a major role in providing healthy and safe environment to the guests.
- It plays a major role by providing miscellaneous services to the guests.



Importance of Hospitality

- Hospitality is important in making guests comfortable and welcome. It can be done by providing them excellent services according to their needs
- Hospitality helps in creating a good and positive experience for the guests.
- Hospitality can help in building customer loyalty.
- Hospitality can be a major reason in generating revenue.



Hotels Meeting Guests Expectations

- Hotels gives best possible services and amenities to meet the requirement of the guests.
- They can provide additional amenities and services that goes beyond the expectations of guests. Giving them the best possible time to enjoy their stay in hotel.
- They can provide some personalized services to make guests feel more welcome and comfortable.

Conclusion

In conclusion it can be said that the luxury hotel Four Seasons is one of the most recognised hotel brand in delivering quality services and meeting costumers expectations.



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THANK YOU

