

THE ROLE AND IMPORTANCE OF QUALITY SERVICE, HOSPITALITY, AND GUEST SERVICES WITHIN THE HOTEL INDUSTRY

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The Six Senses organization was established in 1995 with the goal of promoting responsible practices within the hospitality industry . Six Senses is a line of urban adventures and resorts to luxury residences and private clubs , the developments represent the remarkable beauty of the area in which it is located. Each of the properties has its own distinct character and is special and unique.

Six Senses (2023)

WHY T+L READERS LOVE SIX SENSES HOTELS



MAIN CONSUMERS
THE MAIN CONSUMERS OF SIX SENSES ARE
THE LEISURE GUESTS.

Six Senses is a global hospitality company that values the importance of being sustainable and providing enjoyable experiences that are both out of the ordinary and unique. Its goal is to help guests connect with themselves and the world around them.(Doorways,2018)

Travel+Leisure
(2018)

NATURE, SCOPE, AND ROLE OF GUEST SERVICES AND FACILITIES

As a guest experience maker(GEM) for Six Senses, I will be able to help people connect with themselves and the world around them. I will also understand the company's values of global sensibility, local sensitivity, creativity, and caring.(Career ,2023)

IMPORTANCE OF HOSPITALITY

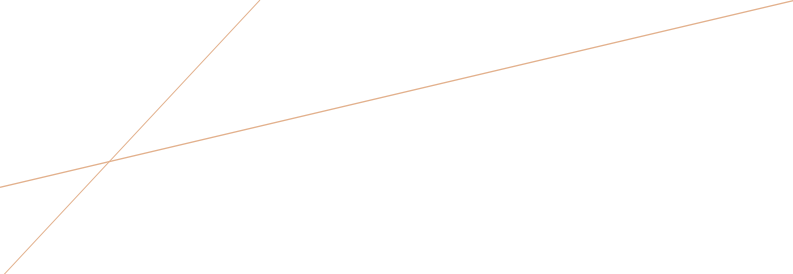
The tourism spots will be filled by the establishments that offer varying services and prices in order to compete with each other. The hotel industry is a vital part of the country's economy and provides a wide range of employment opportunities. The workforce of a hotel industry is composed of all the individuals who are involved in providing the best possible service. They all find employment in the hotel industry through the various recruitment and employment opportunities that it offers. (Selvamani,2018, p.108).

Jacobs says "Of course hospitality is never just about a place to stay. We want our places and spaces to help you reconnect and explore what it means to be mentally, physically, spiritually and emotionally happy."

(Jacobs,2023)

(Impoff,2023)

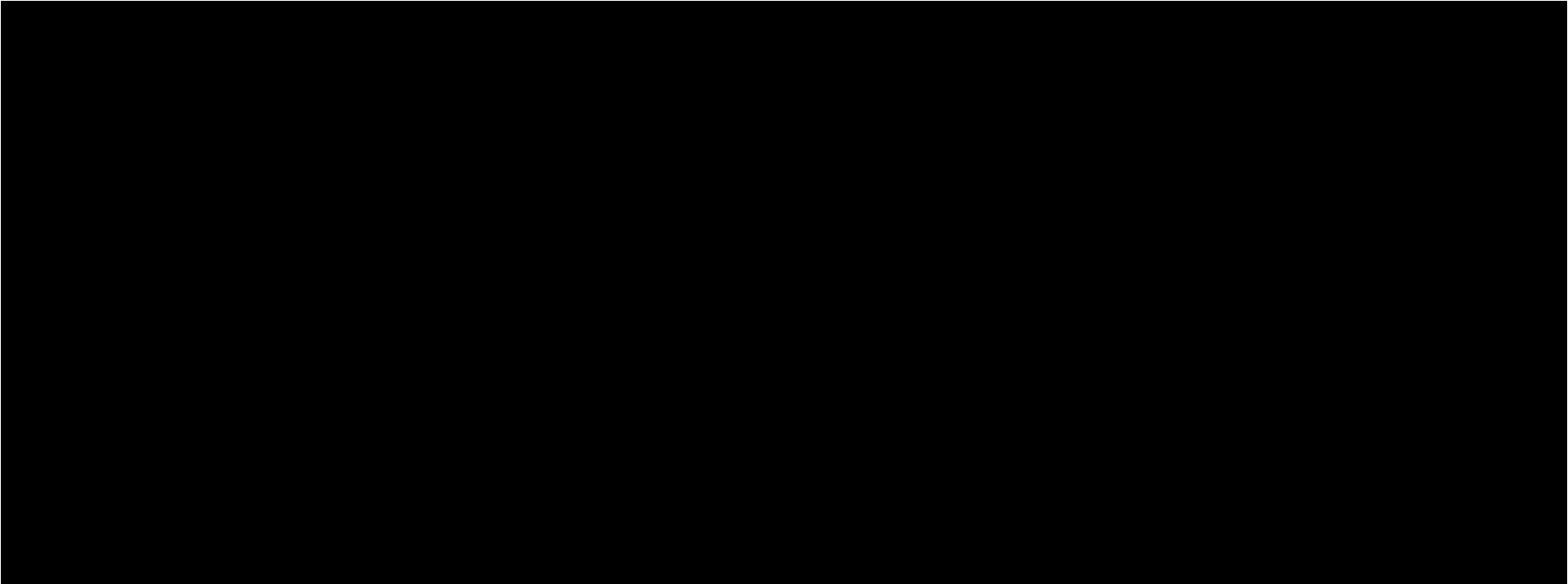




MEET GUEST EXPECTATION

A loyal Six Senses guest is a well-travelled individual who enjoys exploring the world. The brand allows them to indulge their passion for luxury while also supporting sustainable stays by offering unexpected experiences. An expert wellness program helps guests connect with their loved ones and the places they visit. IHG (2023)

IHG(2023)



CONCLUSION

- ❑ Six Senses is a luxury hotel destined for leisure travel, it offers a wide range of facilities and services that surpass the expectations of its customers.
- ❑ Exceptional service is required to surpass the expectations of consumers.
- ❑ The hotel industry is a vital part of the country's economy and provides a wide range of employment opportunities.
- ❑ The role of guest service is to offer the best experience to the guest.

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