



Welcome to the Presentation

BMIH4003- Hospitality & Guest Services

Marriott UK

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MARRIOTT UK

Operates across the country including London, Manchester (Pont, 2015).

MARRIOTT INTERNATIONAL

Area of Operation

7000 properties in 131 countries

MAIN CONSUMERS OF THE HOTEL BRAND



Families



**Groups and
events**



**Business
Travellers (Van, 2018)**



**Leisure
Travellers**

NATURE, SCOPE, AND ROLE OF GUEST SERVICES AND FACILITIES PROVIDED BY MARRIOTT



Accommodation

Dining



**Meetings and
Event**

**Fitness and
Leisure**

Business center

GUEST SERVICES

- Room service
- Laundry and dry cleaning services
- Concierge services (Singh, 2013)
- Fitness centers and spas
- Meeting and event spaces
- Business centers
- Complimentary high-speed internet access
- Pet-friendly policies (Balboni and Balboni, 2019)
- Mobile check-in and keyless room entry
- Mobile app for reservations and hotel information





ROLE AND FUNCTION OF GUEST SERVICES





HOSPITALITY AND MEETING GUEST EXPECTATIONS

Hospitality is the act of welcoming and making guests feel comfortable and valued.

HOW MARRIOTT MEETS AND EXCEEDS GUEST EXPECTATIONS

- Providing high-quality service
 - Training staffs to deliver exceptional service
 - Amenities to meet specific demand of guests
- (Cohen, 2013).

CONCLUSIO

- Quality service
- Immense Hospitality
- Hotel Marriott UK establishing itself as one of the premier luxury hotel brands

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