



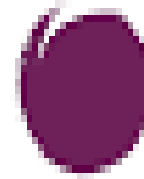
SIX SENSE

Quality services and hospitality. Presentation

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- Module: Hospitality and Guest Services
- Module code: BMIH4003
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INTUITION



TASTE



SMELL



SIGHT



SOUND



TOUCH

SIX SENSES

Main consumers

Business segment.



Offices people



Families



Sports people



Services and facilities

Welcoming places
Luxurious facilities
Transfers airport
Table service
Escapade organisation
Spa
Massage



ROBOT vs HUMAN



LOCALLY GROWN

PLACEMENT



Wellness



SPA "Sanus Per Aquam" or "Salus Per Aquam"



Expectations

First
interaction



CHEFF
marks



Needs & Expectation



Only together
is the way
to
SUCCES



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