

Sheraton Hotels and Resorts



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**Hospitality and Guest
Services for the Hotel
Industry**

BMIH4003

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INTRODUCTION

- Sheraton Hotels is a chain of luxury which is owned by Marriott international, one of the largest hotel chains in the world. The first Sheraton hotel was opened in the year 1937 in Springfield, Massachusetts.
- Today there are nearly 440 Sheraton hotels in more than 70 countries around the world. Sheraton hotels are known for providing high-end accommodations, world-class amenities, and exceptional customer service to their guests.



Main Consumers

- The main consumers of Sheraton hotels include people who are travelling for business purposes, or people travelling in groups, and individuals who are travelling alone but who come from wealthy families.
- Sheraton hotels have established itself as a trusted and reliable choice for travellers seeking a comfortable and memorable hotel experience. The hotel chain offers a range of room types, from standard guest rooms to luxury suites, to accommodate a variety of travel needs and preferences.



Service and facility types, scope, and roles for guests

Sheraton Hotels & Resorts is a multinational hotel brand owned by Marriott International, known for providing luxury services to their customers

Nature

- **Sheraton hotels are known for their luxurious services which include room service, housekeeping, concierge service, valet parking, fitness centres, and spas to the guests**

Scope

- **Sheraton Hotels & Resorts provide guest services which are designed to fulfil every demand and need of the guests. The scope of services at Sheraton hotels includes accommodation, Food & Beverage, Meeting & Events, and Wellness & Leisure.**



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Role

At Sheraton, the main goal of guest services is to make sure that visitors have a pleasant and relaxing stay.

The Sheraton crew puts a lot of effort into giving visitors a tailored experience, anticipating their requirements and preferences and making sure their stay is enjoyable.

The guest services team plays a critical role in the success of Sheraton hotels by providing exceptional customer service, ensuring that guests have a memorable stay, and returning to Sheraton hotels for future stays.



Consider the mission and role of guest services.

- The hospitality industry gives a lot of importance to guest services. They are in charge of making sure clients have a comfortable and enjoyable stay at a hotel or resort. The main responsibility of guest services is to offer outstanding customer care to visitors.
- This means giving them a warm welcome, attending to their wants and worries, and making sure they have a relaxing and pleasant stay.
- Additionally, guest services serve as a link between visitors and other hotel employees, like housekeeping and maintenance.



Importance of customer service

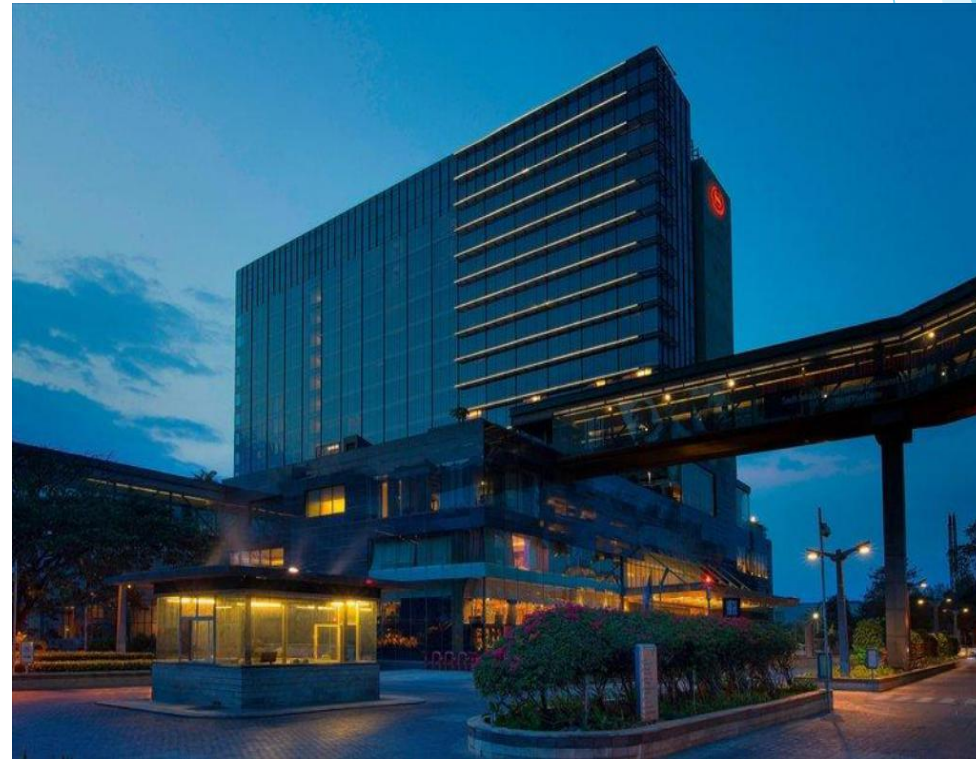
- The hospitality sector, which includes a wide range of companies that offer services including accommodation, meals and refreshments, tourism and entertainment, is a major player in the global economy. The hospitality industry is considered a major source of employment worldwide. It provides jobs for millions of people in various roles such as hotel staff, chefs, waiters, tour guides, and event planners, among others.
- The hospitality industry contributes significantly to the economic growth of countries by generating revenue from tourism and related services.

Importance of Customer Service Policy in Business



CONCLUSION

- The above presentation shows in brief the historical background of world famous Sheraton hotel.
- Sheraton Hotels is a chain of luxury which is owned by Marriott international, one of the largest hotel chains in the world.
- I have tried to describe the hotel's primary clients as well as the nature, extent, and function of the guest services and amenities offered at Sheraton hotels.
- The presentation at last discusses the importance of hospitality in hotel industry.



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I hope you have enjoyed my presentation



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