

1902012

by Rumen Pavlov

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Hospitality and Guest Services

Students:

Rumen Pavlov 1902012

MilenDimitrov 1813612

Manos Areza 1813603

Emil Tuluca

Lecturer's Name:

**Dale Clarke
OluAdegbite**

Introduction:

The presentation is about guest service and to demonstrate understanding and appreciation of cutting-edge guest service strategies and its application in practice.

Me and my colleagues choose to do it for Hotel Yantra Veliko Tynovo Bulgaria.



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https://yantrabg.com/en/about-veliko-tarnovo





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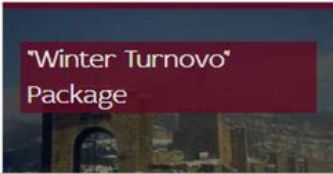
About Veliko Tarnovo

Special Offers

Veliko Tarnovo – Cultural Capital of the Balkans

Veliko Tarnovo, one of the most ancient Bulgarian towns, is located amphitheatrically on four hills – Tsarevets, Trapezitsa, Momina Krepost and Sveta Gora, at which foot Yantra River meanders. The town is situated 220 km away from Sofia capital city and 200 km from the capital of Romania, Bucharest. The impressive history of the town, which was more than 200 years a political, economic and cultural centre of the Second Bulgarian Kingdom, can be best felt through the unique for

"Winter Turnovo" Package



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Hotel Yantra from High view



Contents



About:

- Location
- Service
- Value



Hotel Yantra

Property amenities
Restaurant



Hotel Yantra

Terrace "Trapezitza"



¹Room features

- Air conditioning
- Minibar
- Accessible rooms
- Family Rooms
- Non-smoking rooms
- Suites



Room service



- Good to know
- Hotel style
- Mountain View
- River View





Conclusion

Hospitality is the one thing we feel every day and everywhere. If isn't up to some quality level it is easy to detect something is wrong, or at least you fill unsatisfied. The hospitality depend on following: staff, the food, the cleanness of the hotel, on the service you offer or from the atmosphere created from all of the above.

With simple words the tourism is the face. The one thing that catch your eye and make you want to go/visit some place.

Tourism and hospitality cannot be separated, because they are depending on each other. If one isn't on high level you cannot compensate with the other one. It is meaning that if one isn't developed, then the other one isn't either.

Reference

All information is from Grand Hotel Yantra Veliko Tarnovo web-site
<https://yantrabg.com/>

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