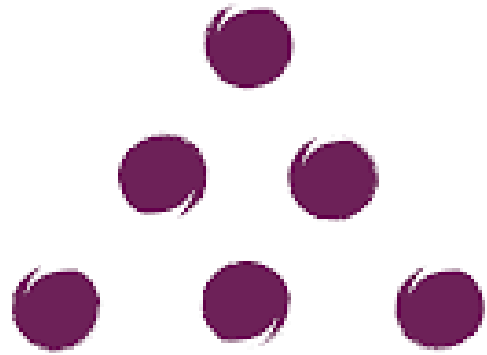




SIX SENSES

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

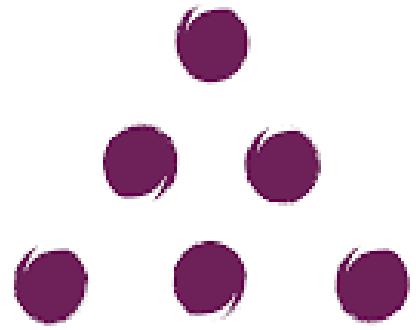
BMIH4003 Hospitality & Guest Services

Riccardo Stefanelli

Student Number: 2216158

Lecturer: Luciana Suardi





SIX SENSES

TABLE CONTENT'S

- INTRODUCTION
- SUMMURY
- CONCLUSION

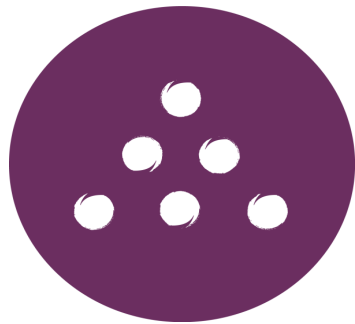


INTRODUCTION

Six Senses Hotels Resorts Spas is a luxury hotel brand with a focus on wellness and sustainability.

The brand was founded in 1995 as part of IHG Group and has since then expanded to 16 properties across 12 countries.

Six Senses hotels aim to provide a holistic and immersive experience that engages all six senses.



3





- Six Senses Hotels is a luxury hotel chain that focuses on creating a unique and authentic experience for their guests.
- Each property is designed to fit into its local environment, using materials sourced from the surrounding area to create a natural and organic aesthetic.
- The focus of Six Senses Hotels is on creating tailored experiences. They have facilities such as spas, restaurants, pool-side services, activities, and tours available to meet any special requests a guest may have. Guests are encouraged to speak with their concierge for help in making the most out of their stay.



GUEST SERVICES AND CUSTOMER EXPECTATIONS



5



- Six Senses prides itself in providing 'perfect hospitality from the heart'. Every team member is hand-selected and trained to deliver exceptional service to each guest. The guest experience always begins with a warm welcome and staff members are encouraged to exceed expectations in every interaction with guests by being courteous, helpful, and developing relationships. Each property has a personalized touch when it comes to how they serve their guests.
- Their unique and personalized approach to hospitality, which includes a collection of luxury hotels and resorts, has earned them recognition as one of the top hospitality brands in the world. The goal of Six Senses is to provide “experiences of a lifetime” to every guest, and they are continuously innovating and setting new standards of excellence in service.



The Six Senses philosophy is based on six senses:

- TOUCH
- SOUND
- SMELL
- SIGHT
- TASTE
- INTUITION

The brand aims to create experiences that touch each of these senses and create lasting memories for guests.



WELLNESS SERVICES

8

Six Senses Hotels offers a range of wellness services



SIX SENSES HOTELS IS A LUXURY HOTEL CHAIN THAT FOCUSES ON CREATING A UNIQUE AND AUTHENTIC EXPERIENCE FOR THEIR GUESTS.



THE BRAND STANDS OUT WITH ITS COMMITMENT TO SUSTAINABILITY AND WELLNESS, OFFERING GUESTS A CHANCE TO ALIGN WITH NATURE AND INDULGE IN HEALTHY ACTIVITIES.



EACH PROPERTY IS DESIGNED TO FIT INTO ITS LOCAL ENVIRONMENT, USING MATERIALS SOURCED FROM THE SURROUNDING AREA TO CREATE A NATURAL AND ORGANIC AESTHETIC.



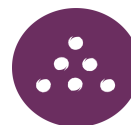
SIX SENSES HOTELS OFFERS A RANGE OF WELLNESS PROGRAMS, INCLUDING YOGA, MEDITATION, DETOX, AND FITNESS CLASSES.

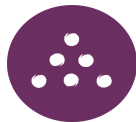
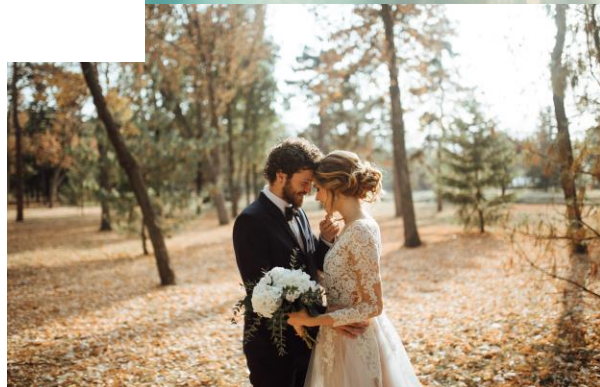
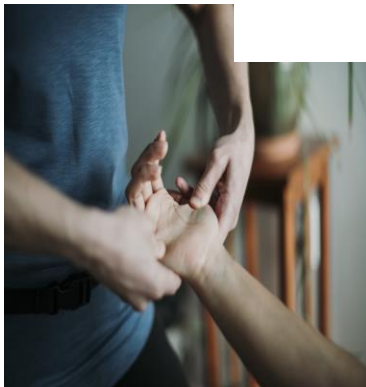
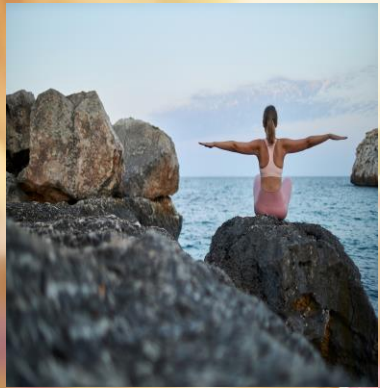
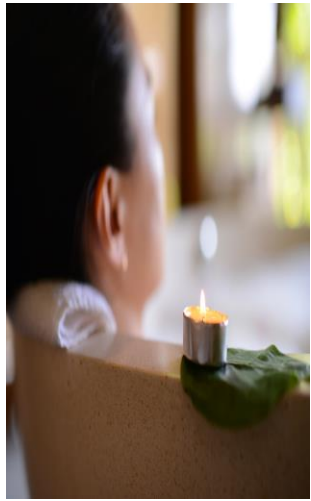


THE GUEST CAN HAVE ALL TYPE OF VARIETY OF SPA TREATMENTS, AROMATHERAPY, BODY MEDITATION, INCLUDING MESSAGES, FACIALS, AND BODY ORGANIC SCRUBS THAT USE NATURAL AND PRODUCTS.



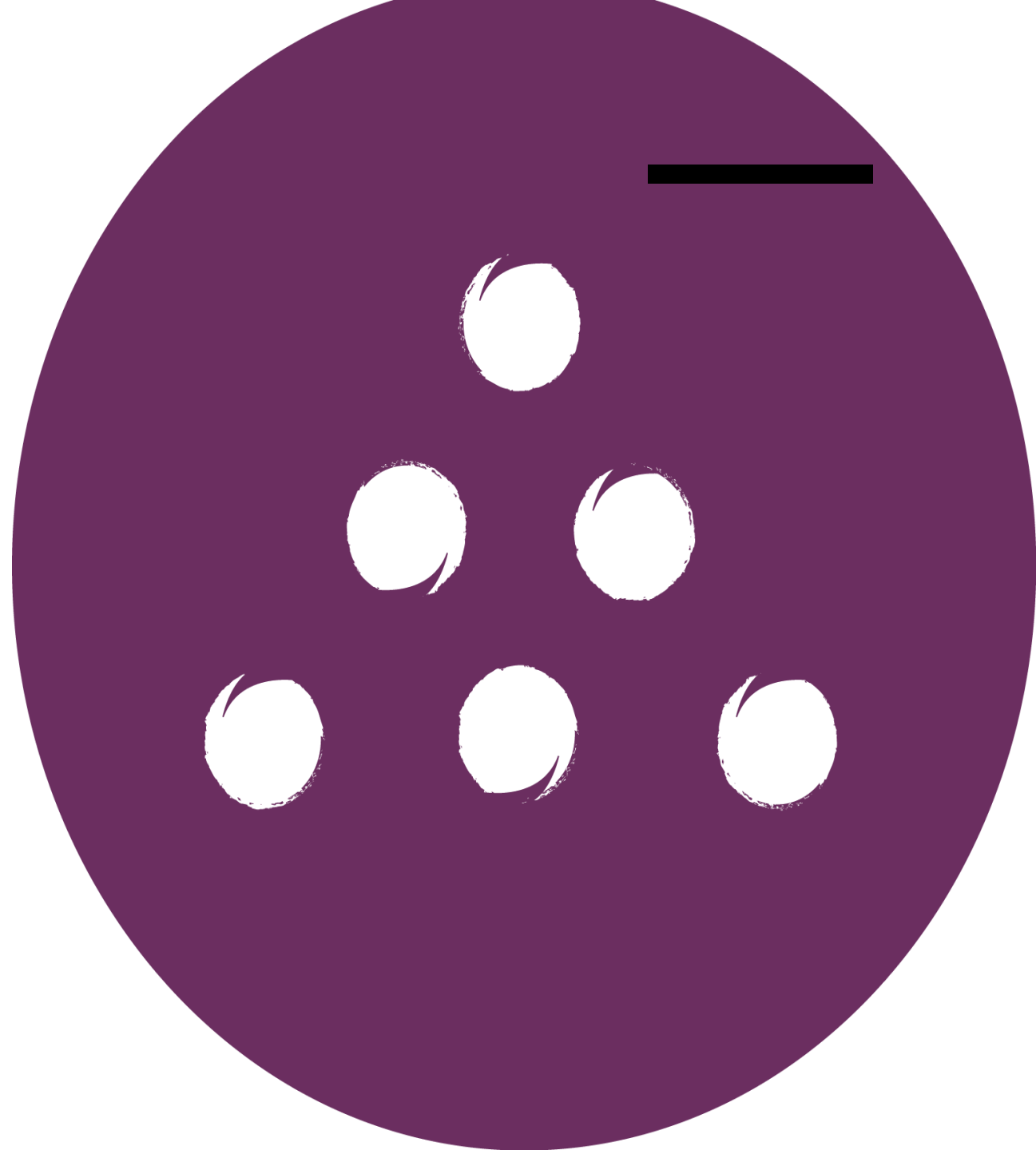
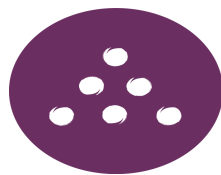
SIX SENSES HOTELS ALSO OFFERS A RANGE OF ACTIVITIES AND EXPERIENCES, SUCH AS COOKING CLASSES, WINE TASTINGS, CULTURAL TOURS, AND OUTDOOR ADVENTURES.





Conclusion

Six Senses Hotels, Resorts and Spas offer the perfect blend of luxury, comfort and service to ensure a memorable and enjoyable experience for all guests. From first-class guest care to innovative personalized amenities, these resorts have something for everyone. The team at Six Senses continuously strives to provide a six-star experience that is both memorable and meaningful.



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