

# **IHG (Intercontinental Hotels Group)**

**Regent Hotels & Resorts**



**InterContinental  
Hotels Group**

# **IHG (International Hotels Group)**

## **Regent Hotels and Resorts**

**BY**

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# **IHG (Intercontinental Hotels Group)**

- **Introduction**
- **Regent Hotels & Resorts' main consumers**
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- **Meeting guest expectations at Regent**
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# IHG (Intercontinental Hotels Group)

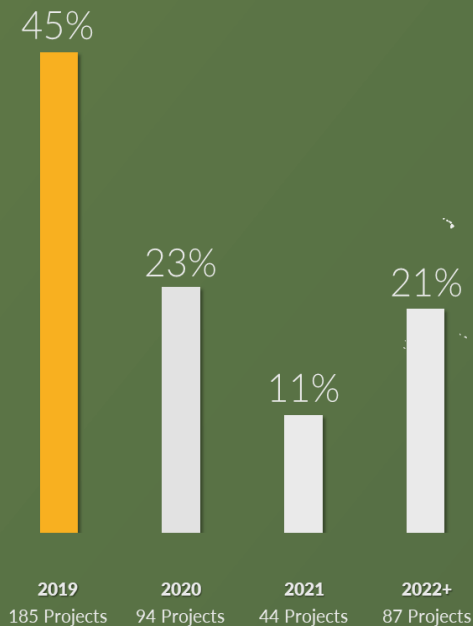
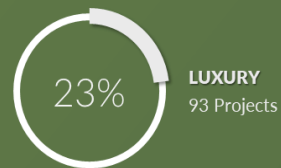
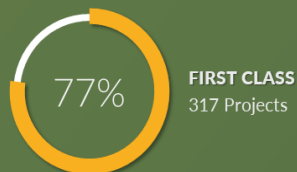


## PROJECT PIPELINE

### InterContinental Hotels Group

 **410**  
Projects

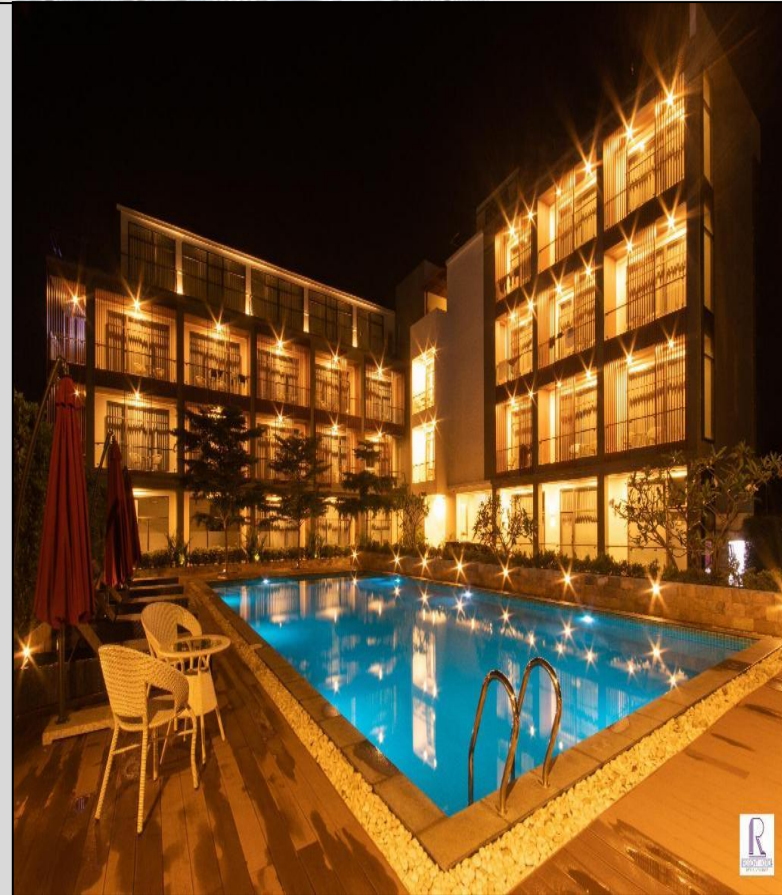
 **81,960**  
Rooms



# Regent Hotels & Resorts

## Introduction:

- The luxurious Regent Hotels & Resorts brand is operated by InterContinental Hotels Group (IHG).
- One of the most prestigious hotel chains in the world, Regent Hotels & Resorts was founded in 1970.
- The impeccable service, sumptuous facilities, and delectable fare at Regent Hotels & Resorts have earned the chain widespread recognition.
- To give its visitors a genuine taste of the area, the designers of each hotel made sure to include elements of the local culture in the decor.



# Regent Hotels & Resorts' main consumers

- Both business and leisure tourists will find something to their liking at a Regent hotel.
- Regent is a popular choice among business travellers because of its high quality, convenient locations, and friendly staff. High-speed internet access, business centres, and conference spaces are just some of the services available to business travellers under the Regent brand.
- The Regent's dedication to creating a relaxing and productive space is equally appreciated by business visitors.
- The Regent's high-end amenities and strategically placed hotels also make it a popular choice among leisure guests (laneva et al., 2021).
- The Regent brand caters to vacationers by providing facilities including spas, fitness centres, and swimming pools.
- The Regent's dedication to creating a delightful experience for leisure guests is likewise well-regarded. There is a strong family market for the



# Nature, scope and role of the guest services and facilities:

- The Regent hotel chain is well-known for its dedication to delivering luxurious accommodations and exceptional service.
- The guest services and amenities offered by the Regent hotel brand are wide and varied in nature, extent, and role.
- The Regent hotel chain provides a whole spectrum of amenities, from comfortable lodgings to delicious meals to exciting nightlife and relaxing spa treatments.
- Suites, luxury rooms, and ordinary rooms are all available for guests to select from (Fernandes et al., 2021).
- Each room has a flat-screen TV, free Wi-Fi, and air conditioning for the comfort of customers.
- Restaurants, bars, and cafés are all available in hotels under the Regent name.
- A wide selection of foreign and regional dishes is available to guests. Live music, concerts, and movies are just some of the forms of entertainment that may be enjoyed at the hotel.



# The role and function of guest services:

- As the initial point of contact and the ones tasked with making the guest's stay pleasant, guest services play a crucial role in the hospitality industry.
- The job of the guest services team is important for two reasons: to make guests feel at home and provide them with all the information they need to have an enjoyable experience.
- As part of their job, they must also be available to help guests with any problems that may arise (Duy et al., 2021).
- Guest services exist to guarantee that visitors have a good time while at the hotel.
- Helping guests means answering their inquiries, addressing their problems, and informing them about the hotel's facilities and services.
- Staff in guest services should also be able to accommodate visitors with specific requests and the check in/check out processes (Shiwon et al.



# Importance of hospitality in Regent:

- The Regent Hotel Brand has made hospitality its top priority and competitive advantage.
- The Regent Hotel Brand has built its reputation on providing exceptional service to guests, which sets it apart from similar establishments (Schwepker et al., 2019).
- The ability to welcome and care for guests is crucial to delivering exceptional service. The Regent Hotel Group knows how important it is for guests to feel valued guests during their stay.



# Importance of hospitality in Regent:

- They spare no effort to make their visitors feel at ease and welcome.
- Every visitor is treated with a warm welcome and genuine grin the moment they walk through the door.
- Whenever a guest has a question or needs assistance, the staff is more than happy to provide an answer.
- Providing first-rate service to guests is a priority for the Regent Hotel Brand.
- They work tirelessly to provide their visitors with an exceptional experience.
- Guests can count on a warm welcome and assistance from every member of staff, and they routinely go above and beyond expectations to provide a positive experience.



# Meeting guest expectations at Regent:

- Hotels like the Regent make it a point to go above and beyond for their guests.
- Regent offers a wide range of amenities and services to cater to the preferences of its visitors (Stringam et al., 2020).
- Regent's dedication to superior service is one way the hotel consistently surpasses guests' expectations.
- At Regent, customers will find a crew of professionals that have received extensive training and are committed to making their stay both comfortable and enjoyable (Avelar et al., 2020).
- They're on hand around the clock to address any issues or inquiries that may arise for visitors.
- Moreover, Regent provides a wide range of amenities, including concierge, valet, and room service, to meet the needs of its visitors.
- Regent goes above and above by ensuring that every visitor enjoys a relaxing and pleasant stay.
- Regent provides a wide range of accommodation types and facilities to guarantee that each visitor has a pleasant and relaxing experience.

# Conclusion:

- Regent Hotels & Resorts, in conclusion, is one of the most illustrious hotel chains in the world, with over 30 resorts located in desirable areas across the world, each giving an exceptional, five-star experience. Regent Hotels & Resorts is well-known for its excellent service, luxurious accommodations, and delicious dining options.
- Business travelers, tourists, families, and couples are all welcome at the Regent hotel group. When people hear the term "Regent," they think of a place where they can relax, get work done, have fun, feel safe, make new friends, and feel connected to the community.
- The Regent Hotel Brand places a premium on providing exceptional customer service and views hospitality as a key differentiator in the industry. Regent's goal is to provide every visitor with an exceptional stay by always exceeding their highest expectations.
- When a client stays at this establishment, they may take use of a wide range of services and facilities. To further guarantee that visitors have a pleasant and relaxing stay, Regent provides a wide range of onsite facilities and eating alternatives.

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