

THE ROLE & IMPORTANCE OF HOSPITALITY & GUEST SERVICES WITHIN THE HOTEL INDUSTRY

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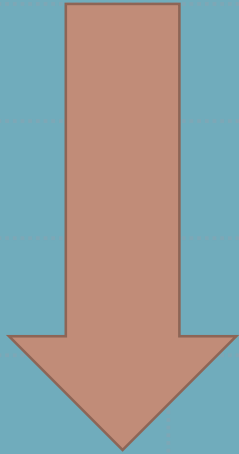
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INTRODUCTION

The goal of the hospitality industry is to produce a satisfying customer experience. It is vital to concentrate on each and every guest, whether that satisfaction comes from a fulfilling dinner, unwinding in a luxurious spa, or getting a good night's sleep while travelling. In contrast to fundamental necessities, customer satisfaction and leisurely needs are the focus of the hospitality industry. The main role of hospitality is to explain the significance of trustworthy company practises that produce high-quality products and complementary services.

An American multinational brand of high-end luxury hotels and high-end resorts owned and operated by Hilton Worldwide named as Conard Hotels & Resorts. Conrad Koh Samui is spreaded over 25 acres of dramatic hillside. It is a luxury pool villa resort located on the southwestern tip of the popular Thai island.

THE MAIN ROLE OF HOSPITALITY IN HOTEL



ROLES OF HOSPITALITY IN HOTEL

- **HAVING STRONG FLEXIBILITY ABILITIES**
- **INDIVIDUAL TASKS AND RESPONSIBILITIES**
- **DELIVER TOP-NOTCH SERVICE**
- **HAVING GOOD COMMUNICATION SKILLS**
- **WORK QUICKLY**
- **PROVIDE A FAVOURABLE PERCEPTION OF THE COMPANY**
- **A PLEASANT EATING EXPERIENCE**

CHANGING CIRCUMSTANCES



CHANGING CIRCUMSTANCES

- sometimes involve unforeseen or last-minute events, so you must be ready to adapt to changing circumstances. Being adaptive, knowing how to set priorities, and interacting with others are all necessary for having strong flexibility abilities. Your individual tasks and responsibilities will determine the specific hospitality skills you utilise at work. For instance, while housekeepers and hotel managers both play important roles in the hospitality sector, each places a distinct emphasis on the abilities necessary to deliver top-notch service. There are a few standard practises for showing hospitality to customers and clients, regardless of the position you hold. Take advantage of your hospitality abilities at work.

TO GIVE BEST EXPERIENCE AND ASSISTENCE

- **IN-ROOM DINING AND ON-SITE RESTAURANTS**
- **RECREATION AND EXERCISE - OUTDOOR POOL, GYM, SPA, BEACH**
- **BUSINESS CENTRE AND MEETING ROOMS FOR WORK**
- **VISITOR CONCIERGE SERVICES**
- **FREE WI-FI, FREE PARKING, AND CONNECTING ROOMS ARE PROVIDED AS CONVENIENCES**

SERVICES IN THE HOSPITALITY INDUSTRY



THERE ARE TWO TYPES OF SERVICES IN THE HOSPITALITY INDUSTRY:- TANGIBLE & INTANGIBLE

Food and drink, the physical surroundings, practical equipment, bathroom items, and safety and security are all examples of tangible in-room amenities. Precautionary measures, entertainment services, general services, and sensory signals are examples of in-room amenities that are not tangible. The tangible and intangible elements of hotel service are very important in the hotel industry and tourism, because they play an important role in assessing the guests' satisfaction and the tourist's final decision in choosing a certain hotel or destination. Satisfaction of the guests is based on the tangible (technical) and intangible (functional) dimensions of quality that are interdependent, but including differences as the result of experience and tradition in the service provision, expectations of the guests, the relation among hotel and guests, and the staff reliability.

CONCLUSION

- Through intelligent consumer feedback, Repustate's guest service experience solution, Repustate IQ, has assisted hundreds of hotels in bridging the gap between market wants and service given. Using computer learning. In just a few clicks, you may obtain guest insights and learn precisely what you should do to enhance your business and better connect with your audience. Repustate's guest service experience solution, Repustate IQ has helped hundreds of hotels bridge the gap between market demands and service provided through intelligent customer feedback. Through machine learning. You can get guest insights in just a few clicks and know exactly what you need to do to improve your business and how to connect with your audience in the best way possible.

THANK YOU

- PRESENTED BY >SHABANA PANIRWALA