



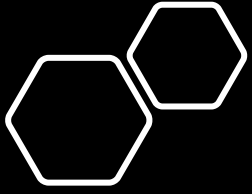
JW Marriot

The role and importance of quality service, hospitality, and guest services within the hotel Industry

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Table of Content

- Introduction..... 3
- Services 5
- Hospitality..... 7
- Conclusion..... 9
- References..... 10



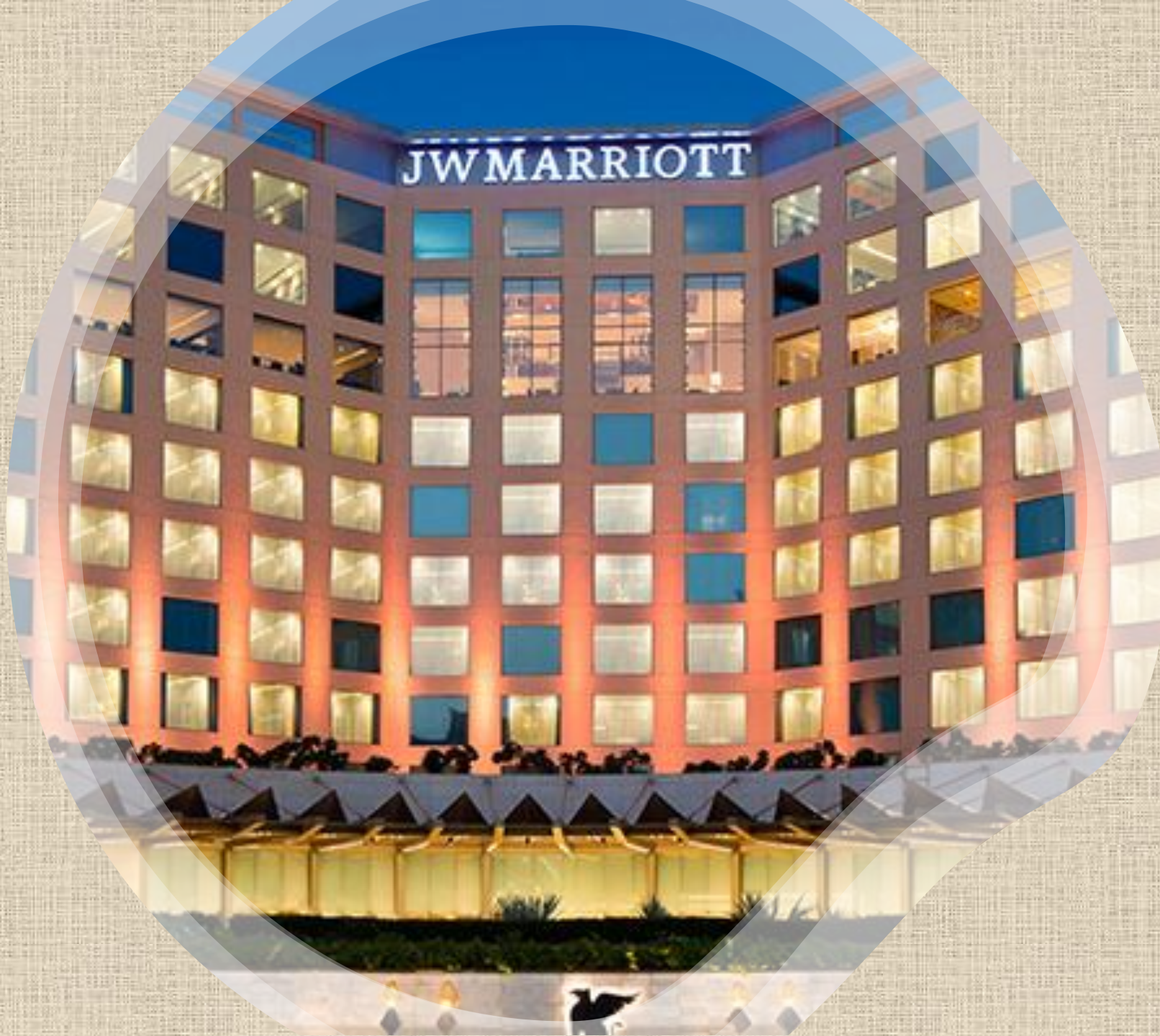
John Willard Marriott, Sr.
(September 17, 1900 – August 13, 1985)
was an American entrepreneur and
businessman. He started the Marriott
Corporation (that was renamed to Marriott
International in 1993), father of the brand
that holds the widest hotel chains, and food
services corporations.



JW MARRIOTT

- ❑ JW Marriott is part of Marriott International's luxury portfolio of brands and consists of beautiful properties and distinctive resort locations around the world.

- ❑ JW Marriott has over 100 distinctive properties in more than 35 countries and territories



- ❑ State of the hotel designs with luxurious locations all over the world

- ❑ They target the elite class and provide services accordingly.

Services within JW Marriot

JW Marriot customers are offered a variety of services such as :

- Business centers
- Luxurious steam and sauna facilities, gyms and pools
- Relaxing centers such as gardens or libraries
- Tour desks and massage centers
- They are world renowned for putting people first, acting with integrity and serving our world, embracing change, pursuing excellence.



- Wealthy class targeting
- Offers culinary and relaxation experiences .
- Custom packages for groups and families.



Hospitality within JW Marriott

- JW Marriott includes most of the sectors within the hospitality industry such as food and beverages, lodging, recreation, travel and tourism, and meetings and events.
- JW Marriott is very careful when it comes to their employees.
- Employees are carefully selected and after they all go through different trainings regarding the position they will take, that enhances the relation with their customers.
- Staff way of training is shown on their website in order to let customers know what they will experience while staying in one of their hotels.



- All employees must be aware of guests surrounding them.
- Engagement with customers is necessary, regardless of employee position.
- Front of house employees are trained to create a strong relation with guests using tricks such as addressing them using their names and learning about each guest's individual needs.



- Full-service luxury hotel
- You can expect all the services and amenities.
- Expect a large team of staff to cater to your every whim.



- Onsite restaurants and bars will be equally upscale, in setting, menu and pricing.
- Luxury hotels within Marriot International
- Top quality service, hospitality, and guest services to insure customer retention.

JW MARRIOTT

HOTELS & RESORTS

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