



S O F I T E L
LUXURY HOTELS

The role and importance of Hospitality & Guest Services within the hotel industry

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1. INTRODUCTION OF SOFITEL LONDON ST
JAMES ★★★★★

2. WHO ARE THE MAIN CONSUMERS

3. SCOPE, NATURE AND ROLE OF GUEST
SERVICES AND FACILITIES

4. THE IMPORTANCE OF HOSPITALITY

AccorHotels group



Locations

Luxury

Dining

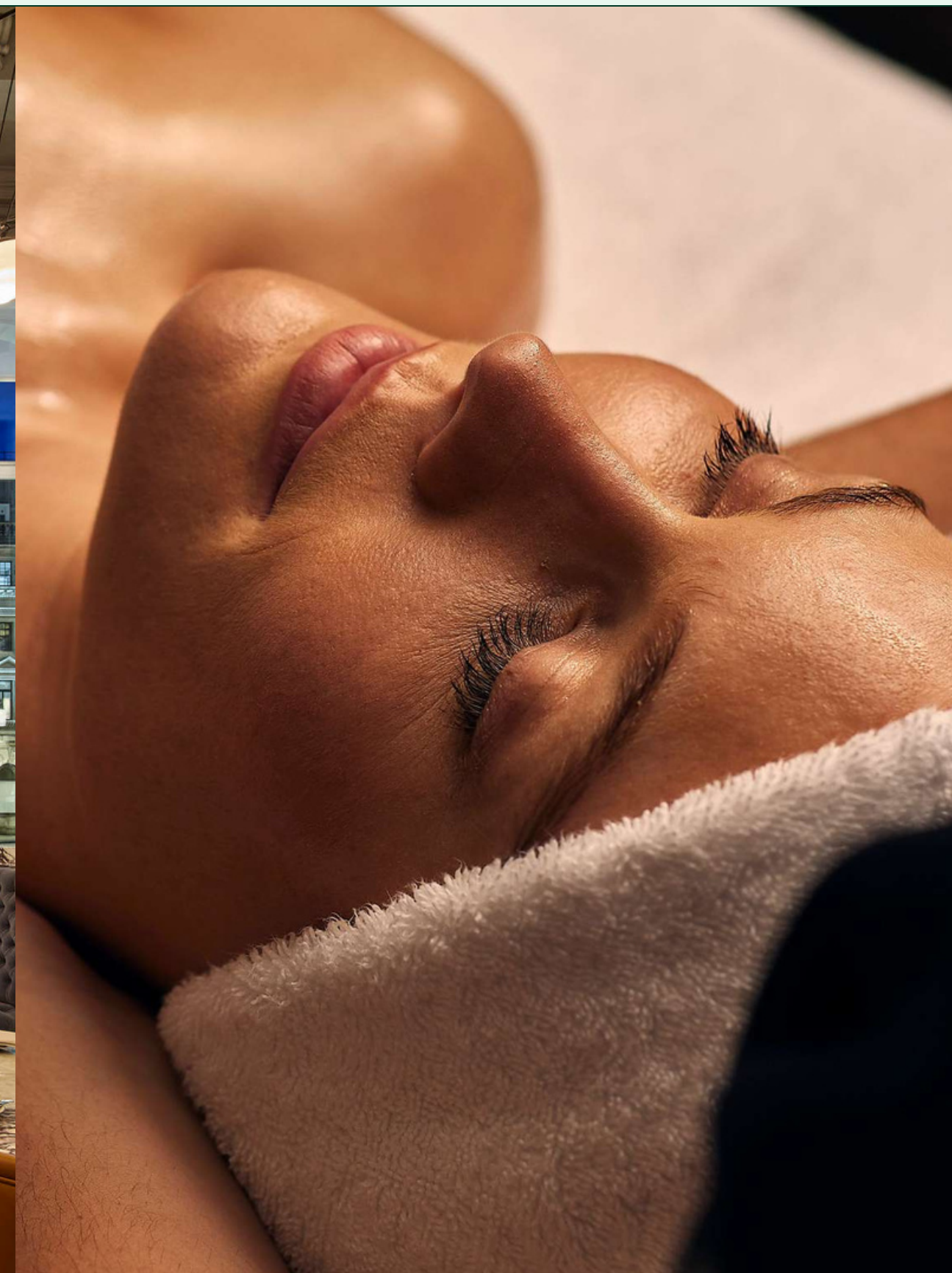
Spa and Wellness

Business and Events

AccorHotels Loyalty Program

Hospitality and guest services

These departments are essential for creating a positive and memorable guest experience.





Main Consumers and Their Appeal

Elegance and
Comfort







Fine Dining







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Guest Services and Facilities



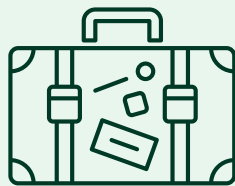
CONCIERGE SERVICES

SPA AND WELLNESS



FINE DINING

PERSONALIZATION



ROOM SERVICE

**BUSINESS AND EVENT
FACILITIES**



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Thank you.

