

Hotel services

Service is any event or benefit that one party can offer another, and which is mostly intangible

The service is an expedient labor activity, the result of which is expressed in the satisfaction of any human needs

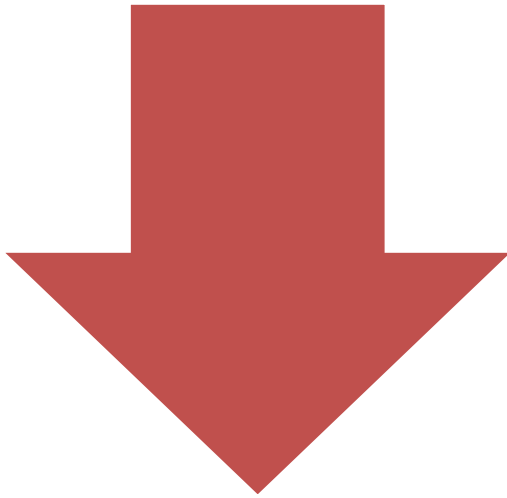
According to the functional purpose, the services rendered to the population are divided into



socio-cultural



material



Quality of service -
a set of service
characteristics



Quality of service
is a combination of
the characteristics
of the process and
the conditions of
service



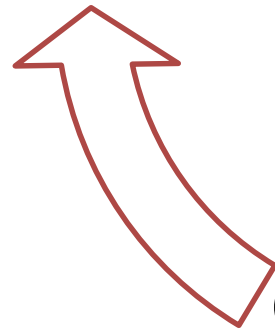
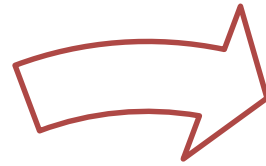
The most important characteristics of the service



The most important characteristics of the service

Attentive
attitude

Availability



Communicative



elements
of quality
service

A number of
factors influence
the quality of
service

design of
the hotel
lobby

Professional
ism and
competenc
e of the
staff

Factors directly influencing to
the quality of the provided
services

Advanced
Service
Technology

Material and
technical base

Factors directly influencing
to the quality of the
provided services

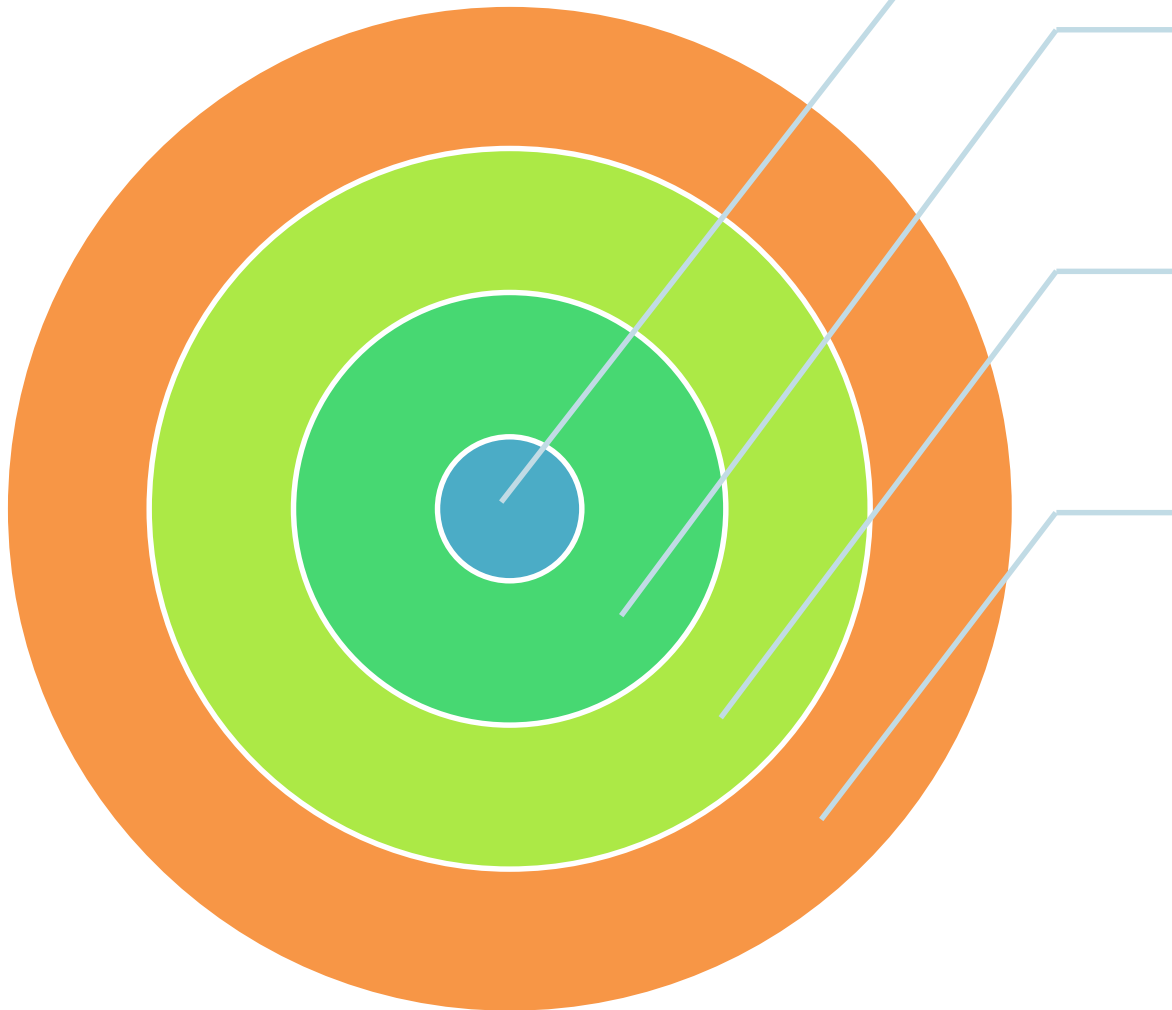
Convenient layout of
rooms and public
areas

Accommodation services are a product of the activities of hotels

locating tourists

providing hotel, special services

the specifics of accommodation services



characteristic features of hotel services

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graph TD; A[characteristic features of hotel services] --> B["Inseparability of production from the consumption of the service"]; B --> C["Impossibility of storage"];
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Inseparability of production from the consumption of the service

Impossibility of storage

characteristic features of hotel services

Intangibility

Seasonality of demand
fluctuations

High fixed costs

IMPERMANENCE OF QUALITY

being accepted
simultaneously

problematic to
maintain quality of
service

Variability and
fluctuations in the
quality of service

provider of the
service at the time
of its provision

Service is
a process
that takes
place in
time

Services
provided
in hotels
are
divided
into

Main

Additional

Without additional payment, the following services can be provided to guests:



- call an ambulance;



- use of a medical kit;



- wait for a certain time;

additional services, which are paid additionally

services of catering organizations

shops, vending machines

Infrastructure entertainment

excursion service, guide-
interpreter services

organization of ticket sales to
theaters, circus, concerts, etc .

additional services, which are paid additionally

care for children

caring for animals

transport services

purchase and delivery of flowers

sale of souvenirs

additional services, which are paid additionally

household services



services of beauty salons and hairdressing salons



Sauna, swimming pools, gym



rent of conference halls, conference halls



business center services



currency exchange





The list of services depends on the category of the hotel

Enterprises providing services should be located in an accessible location

It is important not only their quantity, but also the quality

Structure of the hotel company

appoin
tment
of the
hotel

its
locati
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speci
fics
of
the
guest
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othe
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facto
rs

The organizational structure of the hotel company is determined by the

Hotel Manager

The manager is fully responsible for the operation of the hotel

manager need to have a number of personal qualities

qualities of a leader

ability to create a team

foresight, planning, organization, implementation and evaluation

manager must assume the functions of a sales manager

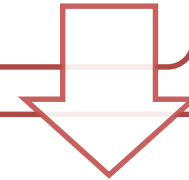
Reception service

Preliminary order of places

registration at settlement

settlement for residing

registration of departure



Room Management Service

booking rooms

receiving tourists arriving at the hotel

registering and placing them by numbers

provides tourists with room service

maintains the necessary sanitary facilities -
hygienic condition of rooms

the level of comfort in living quarters

Reservation Service

marketing policy



opportunity to sell them is lost, it is lost forever



Non-booked rooms are transferred for immediate sale



the hotel conducts a so-called double booking



Reception service

- arrival

- Meeting the guest representative of the garage service

- the meeting of the guest leaving the car, the doorman

- accommodation that is provided by the receptionist directly receiving the guest

- the messenger assists with the delivery of luggage, accommodation of the guest in the room, checks the receipt for accommodation

- The maid service ensures the cleanliness and comfort of the room

- the hotel security service takes care of the safety of the luggage and the safety of the guest person.

Thank you for attention