

HOSPITALITYTAJ MAHAL PALACE AND TOWER

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Abstract :Hospitality is the relationship between the guest and the host, or the act or practice of being hospitable. This includes the reception and entertainment of guests, visitors, or strangers.

Keywords: Guest Service, Appearance, Manners

INTRODUCTION

In India hospitality is based on the principle *Atithi Devo Bhava*, meaning "the guest is God". This principle is shown in a number of stories where a guest is revealed to be a god who rewards the provider of hospitality. From this stems the Indian practice of graciousness towards guests at home and in all social situations.

To the ancient Greeks, hospitality was a right. The host was expected to make sure the needs of his guests were met. The ancient Greek term *xenia*, *ortheoxenia* when a god was involved, expressed this ritualized guest-friendship relation. In Greek society a person's ability to abide the laws to hospitality determined nobility and social standing.

HOTEL VISION:

Embrace talent and harness expertise to leverage standards of excellence in the art of hospitality; to grow our international presence, increase domestic dominance and create value for all stakeholders.

OUR STANDARDS OF PROFESSIONALISM

Welcome: As fellow members of the staff we want to give you every opportunity for success. Like all businesses however, there are certain credos and philosophies that contribute to our beliefs that place the guest first. Your ability to exceed these standards daily will result in a memorable dining experience for our guests as well as a sense of pride and ownership in that experience.

Punctuality: An absolute must. You can't get to where you want to be if you miss the train. To be early is to be "on time"

Flexibility: We toil for the guest at all times, having said that roll with the punches.

Appearance: You never get a 2nd chance to give a first Impression.

Creativity: Do you have an idea that could enrich the experience for the guest? Speak up!

Respect: Honor the food, the wine, the building, others belongings. Other choices... "Give love get love"

Manners: It's always nice to use your manners. "Please, Thank you, Etc.

"Skill Development: The Key To Economic Prosperity"

Team work: Never underestimate the important role that you play in our successful restaurant culture and the importance of working well within that culture!

Have fun: That's why we are in the business.

GUEST SERVICE

- Ensure that all employees establish a rapport with guests. Handle all guest requests and inquiries on food, beverage and service.
- To be demanding and critical when it comes to service standards.
- To ensure that the Outlet team projects a warm, professional and welcome image.

THE IMPORTANCE OF GROOMING

We are all Ambassadors for the hotel and for our company. The perceptions that are created as a result of our appearance and personal grooming in our everyday work situation reflect on the professional image presented to the public of the hotel. It is therefore essential that we maintain excellent standards of personal presentation, personal hygiene and cleanliness at all the times.

Our personal poise, the way we use our voice, the manner in which we deal with our customers and colleagues and the attitude we display are all crucial factors, to be constantly aware of. These guidelines have been created to assist us build and maintain a professional image for TMPT, Mumbai and the Taj Image of cleanliness, simplicity, and elegance

INTERACTION WITH GUEST

You know we are in the people business and service. You must learn to anticipate the guest's mood, and learn how to handle the uncooperative guests. You need certain qualities to be a TMPT Person. It is not enough to say "I want to join the hotel industry because I like people". **PEOPLE MUST LIKE YOU**. You must make people like you and enjoy being served by you. You must be a sensible person with an intelligent attitude towards your work and career. Some small points you may think are not relevant may cost the hotel a lot of money.

Smile warmly, work enthusiastically, think positively, serve willingly, approach friendly and listen intently are the clues to make our guests feel welcome, at home and satisfied. A well cared for guest who is satisfied with our service means **RETURN BUSINESS**, and your contribution is vital to ensure this.

So good relations are of extreme importance. If you enjoy your work, it will show and the first to see this and benefit from it will be the guest. If you work with your colleagues and other departments, it will also show. The guest will receive a much more efficient service.

LISTEN TO YOUR GUEST

Listen to what your guest is saying. If something is wrong, deal sympathetically with the person. Never admit that anything is wrong, but **REASSURE THE GUEST THAT EVERYTHING POSSIBLE IS BEING DONE TO FULFILL HIS / HER NEEDS**.

BE COURTEOUS

Be courteous to all guests. Be courteous to each other. We are a service industry and our major function is **SERVICE**. If you feel in any way you do not serve, that is beneath you to serve, and you should not have to go out of your way to someone else, than you have made the wrong career choice.

ATTENDING THE GUEST

The Guest comes first. A guest takes precedence over all other duties. The immediate putting aside of whatever may be engaging your attention, to attend to a guest's needs is essential to provide good service.

Never call attention to guest's mistakes. Where good service depends on straightening out a misunderstanding for which the guest could be responsible, use a **TACTFUL APPROACH** and take blame the on yourself.

GUEST COURTESY & PRIVACY

Courtesy makes the world a happier place in which to live. You represent TMPT, Mumbai. When our guests check out of the Hotel, they will remember not only their room but also the type of service and received.

Always have a smile, "Welcome to TMPT, Mumbai ", and "Good-Bye, hope you enjoyed your stay". Consider every guest who visits us as the most important person in the world. How we greet them, treat them, care for their safety and welfare, and anticipate their every need will be the determining factory of our success.

WORDS THAT ARE MUSIC TO EVERYONE'S EARS

- ◆ "Please"
- ◆ "Thank you"
- ◆ "Excuse me"
- ◆ "Nice to see you again"
- ◆ Guest's name (use it if you know)
- ◆ A smile - it cost nothing but it melts the receiver's heart.

Remarks: Replace "Good Morning, Afternoon Or Evening

INTERACTION WITH GUESTS

"The Guest is always right":

Remember the above phrase at all times.

Motto:

"Always treat others as you would expect to be treated yourself."

CONCLUSION

From the above discussion it can be concluded that in a service related business as in case of a hotel the need of education and training cannot be ignored. The basis of a strong and loyal customer base that is satisfied and happy with the services, there is a need to provide proper and systematic training to the staff members create hospitality at workplace.

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