

Hotel Site Visit - Tina

NoMo Hotel was the first hotel that I have ever visited as a student. It was an amazing experience to get to know the internal system of how a hotel functions. This tour gave me a basic understanding of how each room may be priced differently than others, as well as what kind of services are including within a basic hotel reservation. One thing I would want to learn more is the routine of certain positions, such as front desk, marketing team, or culinary department. An important skill that I believe I need to be trained for is having the patience and determination to serve guests at a luxury hotels. The reason behind this is that, a luxury hotel should fulfill all needs of their guest. However, these needs may become difficult at times. Thus, in order to continue in this industry, learning the communication skill to serve guests is essential.