



GUEST SERVICE

by: **Cristopher Palanca Gambito**

I

Reactive, proactive and immersive
Unique guest service program can be adaptive
Land and Sea-based hotel operations inclusive
Guest satisfaction is to be guaranteed

II

Yes, I Can! an attitude and a program
Signature service is an onboard program
Incorporating guest service even in the slogan
Excellent guest satisfaction is a job well done

III

Digital technology is a great aide in paramount transaction
Artificial intelligence is a good option
Some robotic bartenders are sailing over the horizon
Howards' multiple intelligences of humans' attribution

IV

Enhancing guest service is a personal decision
Either or, neither nor, in exceeding guests' expectation
Established guest service programs are basis of an action
Taking heed of ethical consideration

Editorial Team

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V

Personalized attention in guest interaction
Starting with colleagues is a proper action
Guest information is for tailor-fit recommendation
Creating unique, immersive and long lasting impression

VI

Staff or Crew training including upskilling
Product knowledge should be exhibited not only in upselling
Sensible factor to consider too, is staff empowering
Like the 100% guest satisfaction guarantee invoking

VII

21st century skills should be grasped and demonstrated
Spirituality, personal set of values and virtues are to be considered
Cultural sensitivity and diversity are imparted
Sustainability too, because hospitality is people and service-oriented.

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