

# Hotel immersion assignment



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Hyatt Hotel and Casino Manila is a 5 star, deluxe landmark hotel overlooking Manila Bay which is situated at the Malate district on the corner of Pedro Gil, M. H. del Pilar and Mabini Streets. This mixed-use complex occupies 94, 000 sq m and includes a hotel, a casino and residences. Situated in a 32-storey tower with a nine-storey podium, the hotel houses 378 stylish guestrooms, including 113 executive floor rooms, 61 suites and five Presidential Suites; three innovative restaurants and bar; and three banquet facilities.

Guestrooms are equipped with the latest in-room technology, including broadband Internet access, a 29-inch flat-screen television and DVD player, and a spacious Italian white marble bathroom with two shower options and separate deep soaking tub. It offers the Regency Club which is perfect for the business traveller in search of privacy, convenience and an outstanding level of personalized service. A five Presidential Suites, all with 180-degree views of Manila Bay, provide a more luxurious alternative.

The hotel's Market Cafe has set the trend for interactive dining featuring theatrical live cooking of Western, Chinese, Japanese, Korean dishes and desserts. The contemporary and residential-inspired Li Li Chinese restaurant offers authentic Cantonese cuisine prepared by five master chefs from Hong Kong. Li Li also has five private rooms, a tea bar serving premium Chinese teas and a wine cellar. The Fireplace, an upscale grill room, offers prime meats and seafood cooked to perfection in a wood-fired oven. It also features a library of more than 800 bottles of vintage and new world wines.

The Lounge is a stylish gathering place for the local community which serves daily afternoon snack buffets and features nightly live entertainment in a

chic and sophisticated atmosphere. Pastry Boutique is a gourmet haven offering a wide selection of freshly baked breads, home-made chocolate cookies, beautifully decorated cakes and other delectable delicacies such as spreads and dips. For outdoor barbeque and exclusive gatherings, the Pool Bar is a comfortable venue with rows of relaxing lounge chairs to sunbathe or cool down with a refreshing drink.

The new-generation Casino at Hyatt Hotel and Casino Manila is the largest hotel gaming facility in the country. It has been meticulously designed to exude opulence and comfort, setting it apart from the existing casinos in the country. The casino covers 15, 000 sq m of floor space over four floors, and features 123 game tables and 626 slot machines of 30 different types. For more recreational activities, Club Oasis features the Spa, offering relaxing and invigorating treatments 24 hours for in-room services, and the Fitness Centre, equipped with Life Fitness cardiovascular and whole body machines.

The 35-metre outdoor lap pool, children's pool and outside whirlpool are accessed through the gym. For secretarial and administrative assistance, the Business Centre also located on the 8th floor is open 24 hours. Le Salon and two meeting rooms are ideal for business meetings and intimate social events that require greater detail and attention. Each of the three banquet and meeting facilities are fitted with sound-proof partitions, wireless broadband Internet connections and the latest technological features. For a much larger and sophisticated gathering, The Ballroom stands at the core of the hotel's banqueting facilities.

It is equipped with the latest state-of-the-art technology and features Hyatt's notable culinary excellence. The architectural design of the hotel, developed by Hong Kong-based world-renowned Bilkey Llinas Design, blends classic elegance and contemporary style. To complement the hotel's tastefully crafted interior design, art consultant Art Internationale Asia has incorporated distinctive art pieces by notable Filipino and foreign artists to exude an ambience that reflects the traditional warmth and vibrancy of the Philippines. Source: Hyatt Hotel and Casino Manila

The Hyatt Hotel and Casino Manila is just a walking distance from many of Manila's attractions, including historical and cultural places of interest such as Intramuros; Ermita, Malate and Remedios Circle Areas; Luneta and Rizal Park. The hotel is at the heart of Manila's business and shopping areas. It is only 30 minutes away from Manila's airports and the hotel is just a block away from Roxas Boulevard. Our hotel immersion at Hyatt provided a different experience for me as I have been used to checking-in at various hotels in Metro Manila and nearby provinces.

To start with that the hotels which I have gone are located in relatively newly developed and highly commercialized areas such as Makati, Ortigas, Subic, Clark etc. The site of Hyatt Hotel is congested and seems scary. But upon entering the establishment such impression has faded because of the warmth and elegance of its interior. When Karmela and I arrived at the place, we were quite disappointed since we were not met by the valet staff. In fact, we had to ask the guard for the valet. Likewise, there was no doorman to assist us with our baggage.

But there was reason to ignore the previous hassles because we were greeted by a receptionist with a warm smile. Upon reaching the Bayview, the seminar venue, I observed that the room was already set and there were hotel staff composed of waiters, supervisors and ushers, who were ready to provide assistance to the participants. The seminar speakers were part of the hotel management staff who were very competent in their own departments. The orientation was very informative, enlightening and encouraging. It was conducted in a formal but lively manner.

This allowed us to easily relate and comprehend the topics presented. The questions of the participants were satisfactorily answered by the speakers. On the other hand, the refreshments which included assorted pastries and coffee, were delicious and appetizing. After the seminar we were divided in to three groups namely, opera, bartending and bed making. Initially, I was disappointed to be assigned in the opera group but when we had the hands-on activities, I started to appreciate the work. We were taught how to save guest's information/data and were given exercises too.

The next activity was a tour in the hotel. We were the last group to finish the tour but it was worth it because the tour guide provided us detailed information on the different function rooms and departments. We were taken to the Regency Club, Presidential Suites, Market Cafe, Li Li, The Fireplace, The Lounge, Pastry, Boutique and Club Oasis which house the Spa, Fitness Centre and the Business Centre. We also went to the Le Salon and the Ballroom where a function was being held that time. We had the opportunity to see how it was set up for an event.

Likewise we had the chance to observe the activities at the back of the house. This is where I was very interested in because it was my first time to see the actual operation in the kitchen and reception office. The utensils and equipments in the kitchen were very organized although the area was humid. I also noted that the floor was wet and slippery. On the other hand, as we toured the hotel, it was also noted that the security personnel were alert, very polite and were good in remembering faces or identifying hotel guests. Likewise, the cleanliness of public areas as well as guestrooms was observed.

When we checked-in, each of us were given key cards which we had to swipe upon entering the elevator, for security purposes. The room that was assigned to us was located in a remote area, far from the elevator. It was small compared to the other rooms but was nice, fully furnished and comfortable except for the fact that the bathroom door lock was busted. We also noted that there was no free internet access in the rooms. As coordinator of our class, I had to inform my classmates that we were expected to be at the Le Salon at 7pm for dinner.

Unfortunately, I did not have all the cell phone numbers of my classmates, so I decided to call up the front desk to request for a copy of the room assignments. I waited for an hour but there was no response from them. I had to personally go to the front desk for this purpose. This was one instance when a gave a minus point to the hotel service. I had the chance to swim in the pool and relax at the Jacuzzi. Compared to the other hotels I have been to, the pool attendants in Hyatt were very accommodating. Instead of handing the towel to me, the attendant graciously placed it on my shoulder.

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I felt like I was a princess! The fine dining experience was awesome. The food was sumptuous and filling. The program after dinner provided an opportunity for our class to bond and to show our talents. Even the waiters were moved to join the fun. The following day, we had a breakfast buffet at the Market Cafe which offered various cuisines. The waiters were friendly and they even suggested food choices and explained how the foods were meticulously prepared. The waiter service was efficient and superb as they were quick to attend to our needs.

We were supposed to check-out at 11: 00 am, Sunday but we decided to request for a late check-out. We appreciated the immediate action on our request. We left the hotel at 2: 30 pm. The overall quality of guest experience is satisfactory. I would recommend the Hyatt Hotel to friends and acquaintances not only for its relaxing ambiance but also for the friendliness, hospitality and efficiency of its staff. The Out of the Classroom Learning Activity (OCLA) provided students an opportunity to observe and experience the actual operation of the hotel.

Our classroom study became more meaningful through the immersion activity. I realized that as a people oriented business, the hotel industry is very dynamic and challenging. There is no doubt that it has created a large impact on our tourism. In fact, it is a major contributing factor to the economic development of our nation. The class was fortunate to have its OCLA in a 5 star hotel. Indeed the cost of this immersion activity was worth it since we were given a 5 star experience. Moreover such exposure has opened a possible career option for me after graduation.