

# Service delivery model



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**SERVICE DELIVERY MODEL** Introduction: Service delivery model refers to the network presenting the corporate scheme and business strategy while offering products or services or both to some specific customers or consumers within some specific time period under particular conditions. It includes understanding the requirements of the clients, knowledge base content, quick response to the demands made by the clients by focusing on their quality, quantity and characteristics, nature, scope and magnitude of the services, adequate arrangement, arraying and allocation of the available resources, sources of managing the facilities and services demanded, allocation and appointment of brilliant and experienced staff members at various positions, total cost, quick and comprehensive conducting and displaying of facilities and showing neatness, appropriateness and decorum in every activity and service being offered. Quick and immediate response to the suddenly appeared problem as well as to combat with the uneven situation also include in the broad concept of service delivery.

Since the present study has been focused on the services being offered by Baderman Island Resort to the wide range of its clients for event conducting, the following things are required from the event management organization: Adequate arrangement of nearly 750 rooms for the customers, and the spouses and children as well within the premises of resort, so that access to the event venue could be easy and comfortable

Surety of neatness, cleanliness within the premises along with availability of heating and cooling system, continuous availability of rapid flow of water in washrooms.

Availability of gas heaters and cooking area according to the requirement of the clients

Arrangement of television, the internet, computers and newspapers at sitting zone of the resort

Arrangement of metal detector gates for the complete checking of the people entering the resort in order to ensure the security matters during the event

Proper sitting arrangement for ladies and children during the conducting of event.

Conclusion: To conclude it becomes evident that service delivery model presents a comprehensive picture of the exercising of services rendered by the resort for its guests. The Baderman Island Resort has to make hard and sincere efforts for providing its 800 guests with a comfortable, luxurious and lavish atmosphere during their stay at the resort. The most important matter before the management is allocation of right person against the right place in order to meet with any challenge during the course of time. Five day really mean a lot for exercising of services to such a wide range of people, which may create many types of problems for the management in one way or the other. Maintenance of patience and dedication to the duties and obligations may be highly supportive in respect of making the event a remarkable success and a feather in the cap of the management.