



Operations

What industry experts want from a hotel stay

26 APRIL 2017 8:04 AM

The hotel experience is different for everyone. Hotel News Now asked general managers, food-and-beverage experts, designers and more what they want out of a hotel stay. Here's a look at their expectations.

QUESTION: What are your expectations when staying at a hotel?

Rob McGovern, food and beverage director at Refinery Hotel

"My No. 1 expectation is a friendly smile. I expect smiles from the doormen/bellmen; I expect smiles from the front desk agents and front-of-house managers; I expect smiles from the concierges; I expect smiles from the housekeeping staff; and I most especially expect smiles from the food-and-beverage staff.

As far as amenities, I normally look for a good (F&B) offering. I like to enjoy my time in a hotel and experience its character through its bars and restaurant offerings. I need a nice place to go and get an afternoon or evening drink and a good healthy breakfast in the morning. This goes for both business and leisure travel. I tend to not spend much time in my hotel during the day as I would be sightseeing or (doing) business offsite. I also like to venture off property for dinner.

Cleanliness is also extremely important as well as maintenance. I have had experiences in hotels with being placed in rooms that have damaged or broken facilities. It is a big turnoff and greatly affects my impression of the property. I also like turn-down service that includes mood lighting and mood music. I find that very relaxing after a full day. Free and fast Wi-Fi is also important."

TRENDING

- 1 [RLJ execs detail merger agreement plans with FelCor](#)
- 2 [5 things to know: 21 April 2017](#)
- 3 [5 things to know: 20 April 2017](#)
- 4 [5 things to know: 25 April 2017](#)
- 5 [Which US hotel markets are on the bubble?](#)

RELATED ARTICLES