

Guest Services

WORLDWIDE

HISTORIC HOTELS
of AMERICA

National Trust *for* Historic Preservation®





Guest Services
WORLDWIDE

HELLO & WELCOME

In this presentation, I will be introducing you the services and products Guest Services Worldwide have available that enables you to enhance your guest's experience.

Tracy Atkinson

TRACY ATKINSON
HEAD OF GLOBAL MEDIA

CREATING LUXURY
PUBLICATIONS IS WHAT WE DO

Our Media & Design teams have been working directly with luxury hotels and creative agencies for the last 25 years, helping to deliver tailor-made marketing messages through individual and striking publications.

Guests expect a 5-star service and communication. Connect with them through luxurious printed material, during and after their stay. After all your property is more than a list. It's a dynamic mix of people, services and experiences. Our Luxury Publications give you the platform for guests to learn more and interact with your hotel.

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WHO ARE GUEST SERVICES WORLDWIDE

We have partnered with Preferred Hotels and Resorts for the past 4 years, and Historic Hotels Worldwide for the past 3. Our head office is based in the U.K, with satellite office in New York and Australia.

We pride ourselves on working with the worlds leading brands and producing the best quality publications. We have worked in over 100 countries worldwide and have produced guides in many native languages. Our Designers and Content Managers are luxury and hospitality specialists.

- Established for over 25 years
- Market leaders in providing zero-cost map/destination guides
- Supplier to over 700 hotels worldwide



HISTORIC HOTELS
of AMERICA

National Trust *for* Historic Preservation®



酒店景点参观和奢侈品购物指南

RICHARD MILLE



CALIBER RM 07-01

NEW OPENING
RICHARD MILLE BOUTIQUE LONDON
4-5 OLD BOND STREET, MAYFAIR
0207 1234 155

www.richardmille.com

PERFECTLY BOUND
SHOPPING GUIDES

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of AMERICA

National Trust *for* Historic Preservation®



WEDDING BROCHURES

HISTORIC HOTELS of AMERICA

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FREE STANDNG TOTEM

HISTORIC HOTELS of AMERICA

National Trust *for* Historic Preservation®

WELCOME TO
**THE
HOTEL
PALLAZO**

NATIONAL YOUTH STADIUM
JULY 15 (GOLDEN HALL)
ANNUAL SAARC CONFERENCE 2018
AUGUST 02 (CRYSTAL HALL)
MADY WERE TOMATUAN

SLIDESHOW
HEADINGS
GOES HERE

Text slide ticker goes here, text related to news/announcements/events anything goes here. Your text here. Text slide ticker goes here, text related to news/announcements/events a

DIGITAL SIGNAGE

INGDOM / LONDON
OND STREET, LONDON, W1S 3SX

✉ CONTACT US DIRECT
☎ 020 3456789



V I S I T A B O U T I Q U E

HUBLOT

BIG BANG
UNICO RED MAGIC

BIG BANG
UNICO TITANIUM
BLUE

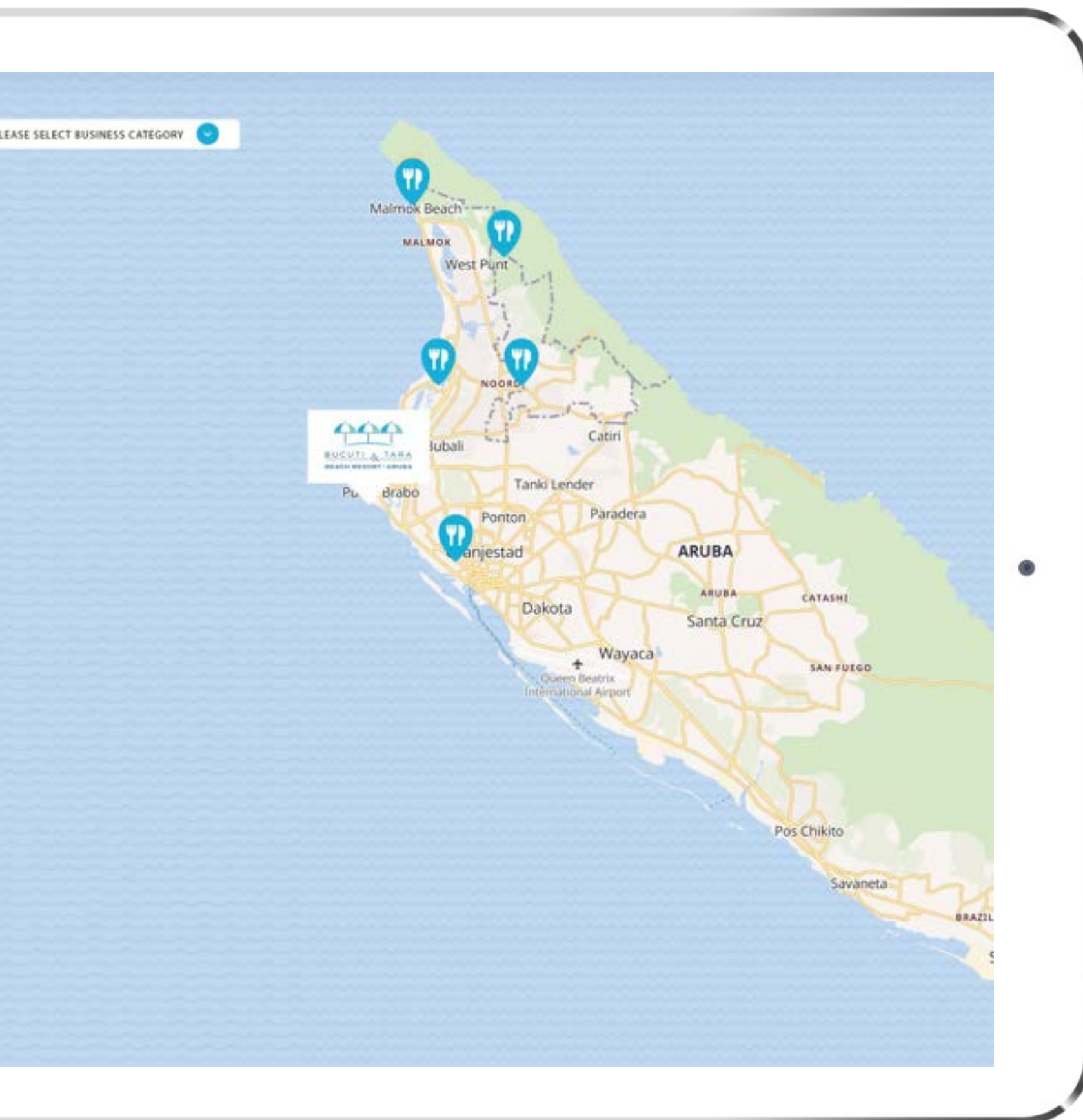
CONCIERGE TABLETS

Full branded IOS App, loaded onto the latest iPad, sitting on the Concierge Desks. The iPad is loaded with booking info for the hotels restaurants and services. All booking requests are directed straight to the concierge. Local businesses and attraction that the Concierge use and recommend on a daily basis. Making the concierge tablet a go to tool to hand out to your guests.

Guest Services

WORLDWIDE

DIGITAL MAPS



MAP STYLES

We take pride in the digital maps that we create for our clients. All our maps are custom designed, and we work with the venue to ensure even the finest details are correct. .



Malmok Beach

MALMOK

West Punt

NOORD

ibali

Catiri

Tanki Flip

Punta B. abo

Ponton

Paradera

Oranjestad

ARUBA

ARUBA

CATASHI

Santa Cruz

Dakota

Wayaca

SAN FUEGO

Aeropuerto Internacional
Reina Beatrix

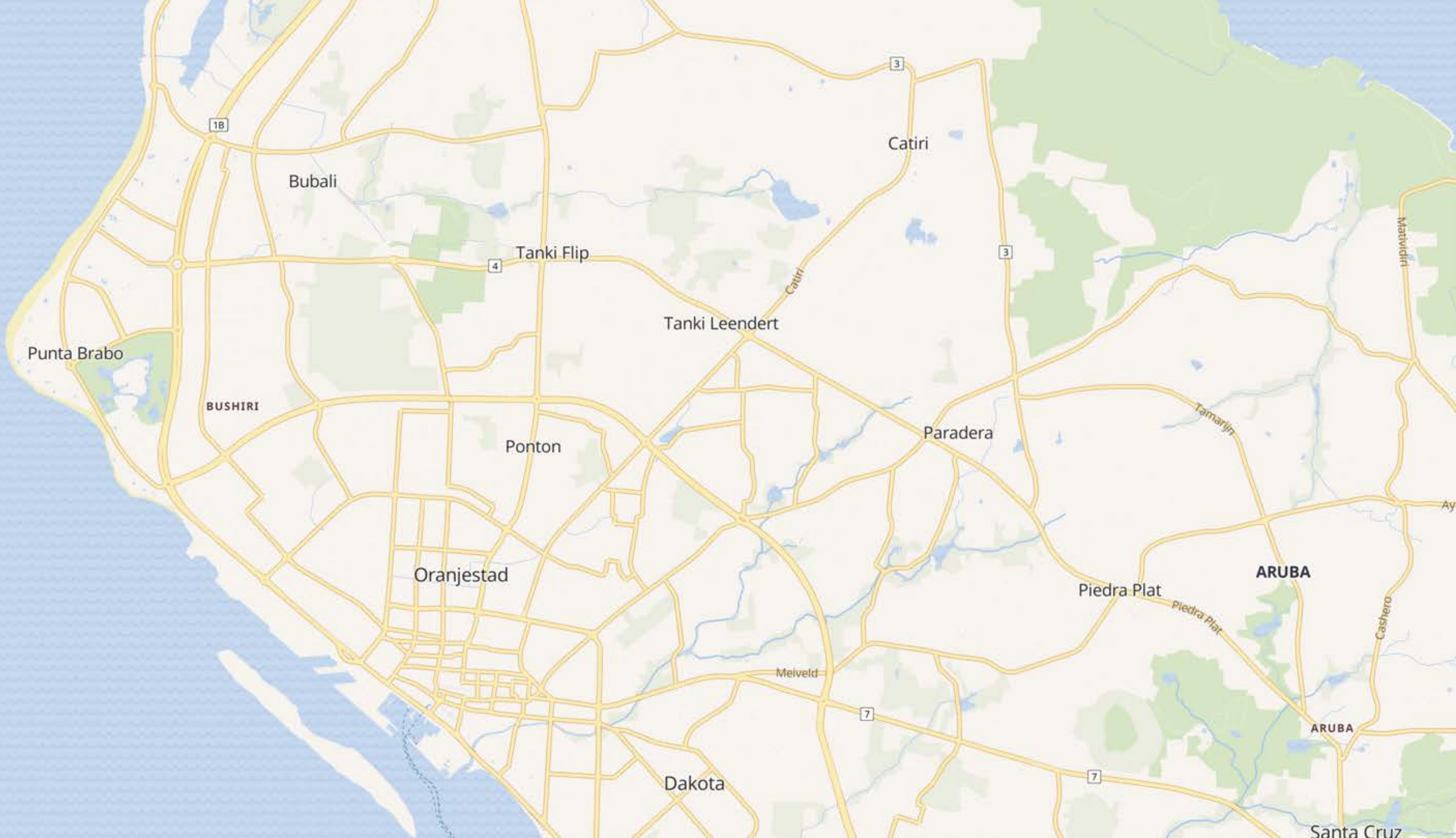
Pos Chikito

Savaneta

BRAZIL

San Nicolaas

Sero Colorado



Punta Brabo

Bubali

Tanki Flip

Tanki Leendert

Catiri

BUSHIRI

Ponta

Paradera

Oranjestad

ARUBA

Dakota

Piedra Plat

ARUBA

Santa Cruz

18

4

3

3

7

7

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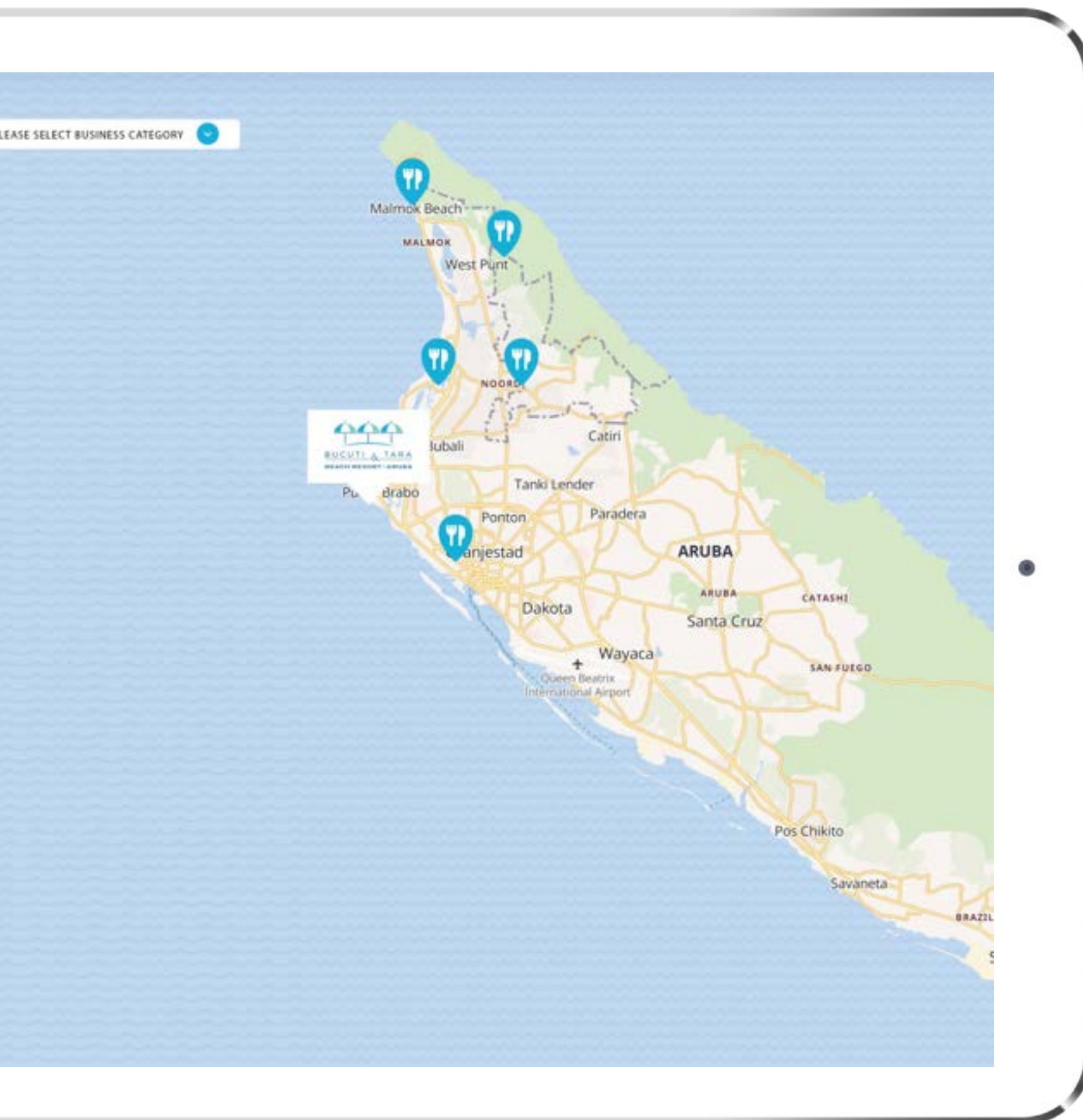
Piedra Plat

Castro

Matvidiri

Tamarijn

Ay



LOCATOR ICONS


All our locator icons are fully editable, colour, shape and style.




SCREAMING EAGLE RESTAURANT


Our Chefs prepare fresh seafood - both locally caught and from around the world - in a modern interpretation. The meats proudly reveal their affinity to French cuisine. Healthy vegan and vegetarian options are a new and growing passion.

Great food screams for great wine to come along. And Screaming Eagle propelled the wine list to the next level, offering various levels of matching options to perfectly pair the food. Our mixologist and sommelier has many more liquid dreams at your disposal.

 J.E. Irausquin Blvd. 228 Eagle Beach, Aruba

 +297-566 3050

 CONTACT US NOW

 VIEW OUR WEBSITE

DIRECTIONS



BUSINESS AND PLACES OF INTEREST

We have various business and places of interest pages that we can use to ensure the design and features meet the hotels branding.



EAT DRINK VISIT

SCREAMING EAGLE RESTAURANT

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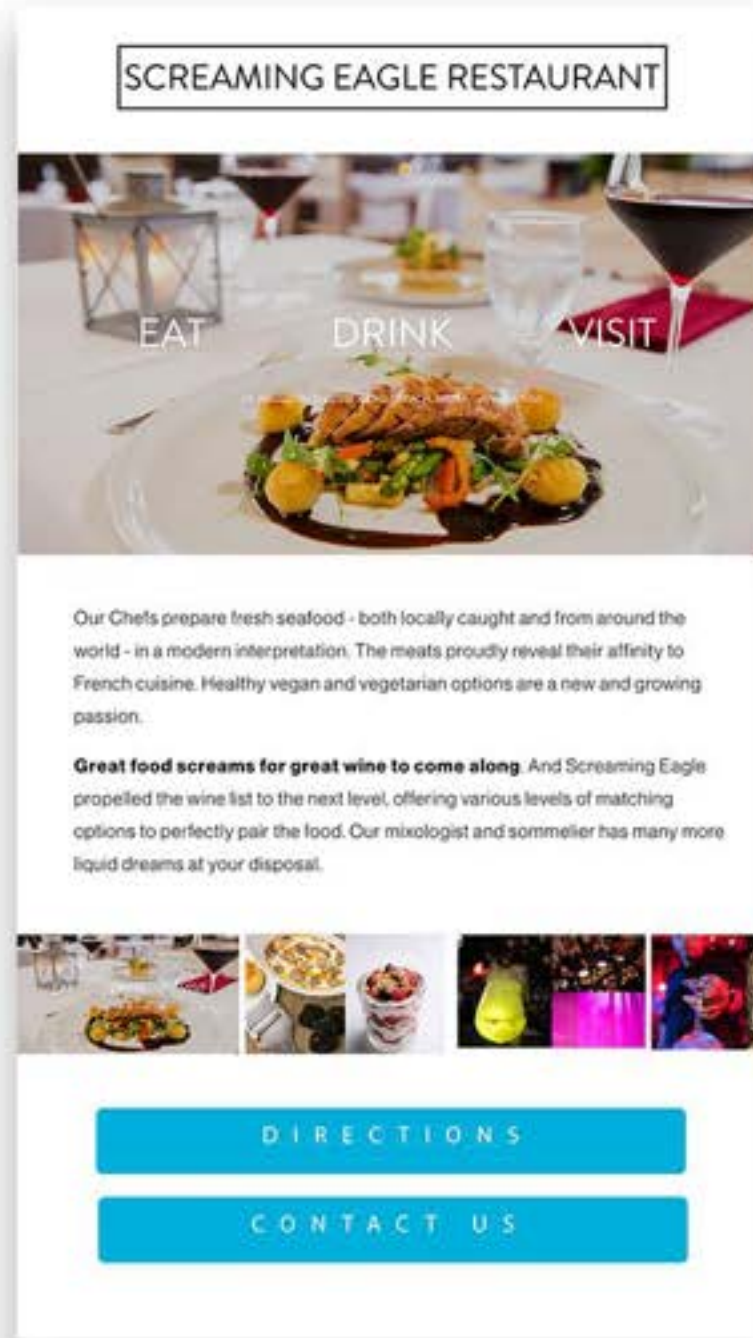
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SCREAMING EAGLE RESTAURANT

EAT DRINK VISIT

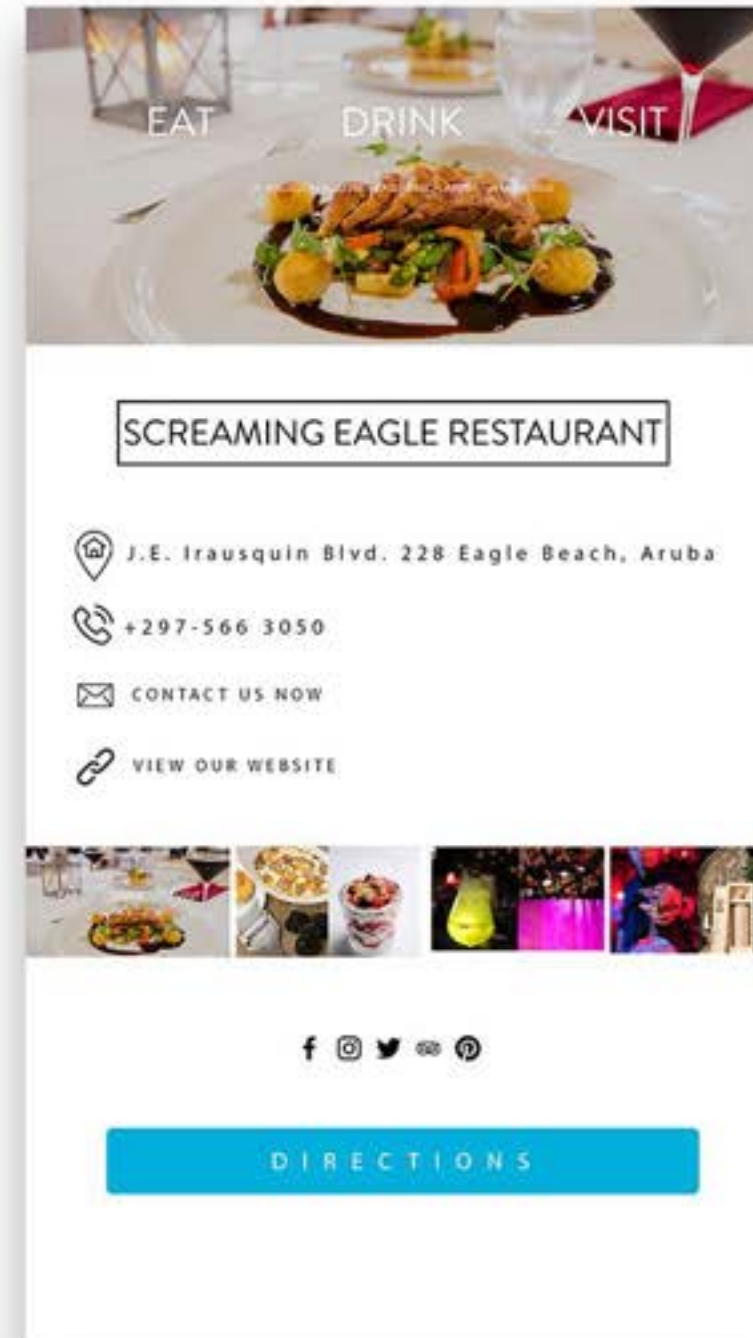
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EAT DRINK VISIT


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KEY POINTS



ZERO COST

All products and services, produced, Supplied and maintained at Zero Cost to you.



DESIGNED ON BRAND

All our products are designed on brand with the approval of your Marketing Team for quality assurance.



UNLIMITED PRODUCTS

There are no limits on printed quantity that can be delivered to your hotel at Zero Cost.



DIGITAL SIGNAGE

All digital artwork is fully managed and Pushed to the screens using our very own Content management system.



REMOTE ACCESS

The digital signage screen and totems, can be fully managed by your hotel staff using our cloud software.



CONCIERGE TABLETS

Fully branded IOS App, with the latest devices to showcase your hotel services, local attractions and partnered businesses



HOTEL PARTNERS



CORPORATE CLIENTS

We work with some of the worlds leading brands and hotels. Supplying both digital and printed materials tailored to each individual property.

OUR OBLIGATIONS TO YOU

Provide the hotel with a dedicated GSW Business Manager to work on all your chosen products.

Provide a dedicated designer to work with you on all the creative aspects of the project.

Communicate and gain commitment from local vendors to participate in the programme.

We will print and deliver the required quantities of products needed for your hotel guest.

Continue to work with the hotel and local vendors to ensure the programme is a success.

We do not charge the hotel for the products and services we provide.

YOUR OBLIGATIONS TO US

Sign a Property Level Agreement for the provision and distribution of products.

Provide a standard letter of introduction, that will be provided to potential vendors to show the authenticity of the project, and our official collaboration with you.

Supply a list of local vendors that the hotel recommend to their hotel guests.

Meet your GSW business manager and support, either by telephone, Zoom or in person as an introduction to the project.

ANY QUESTIONS?

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ANY QUESTIONS?

STAY IN TOUCH

Please feel free to contact me on the details enclosed, regarding any products or services we can provide for your property.



+44 (0) 1253 530601

+44 (0) 203 744 7836

+44 (0) 7341 733070



Tracy.Atkinson@guestservicesworldwide.com