

# Foundations of hotel business & guest expectations

1. Semester / 2015

## Instructor Information

Instructor(s)	Email	Office Location & Hours
1. Kayhan Kilit 2.	<a href="mailto:Kayhan.kilit@marriott.com">Kayhan.kilit@marriott.com</a>	Nest387, 6 hours

## Instructor's Biography (link)

Born 1970 in Eskisehir, Turkey - grew up in Germany, studied hotel business from 1992-1995,

Night Audit, Accountant, Front Office Manager, Financial Controller, Revenue Manager, Director of Sales, Hotel Manager, General Manager, Cluster General Manager, Director

Brand worked for: Mandarin Oriental, LeMeridien, Marriott, Starwood, Marriott

## General Information

### Description

- Overview of general hotel set-up
- Organisational structure
- Do & don't
- Importance of social media / what facebook and co means for your business
- The GUEST !
- His expectations and his view
- Next level guest experience

### Expectations and Goals

- A brief view on international hotel management
- Understanding the principle for modern leadership
- A fresh view on the new guest / generation Y
- View from an different angle - guest perspective
- Exchange of experience
- Q & A

## Course Materials

### Required Materials

- Handouts
- Camera

- Flipchart
- LCD Projector

### Optional Materials

### Course Duration

**Start date (11.04.2015. at 10 a.m.)**