



Rooms Division Course

Hilton

Guest Supplies



English only

Course contents

SUPPLIES CATEGORIES
ACCESSORIES
SUPPLIES PLACEMENT
TYPES OF AMENITIES
GUEST SUPPLIES
EXERCISE



Supplies categories

1. GUEST AMENITIES

Set in the room for the guest to use

2. ESSENTIALS

Indispensable for meeting guests' expectations

3. EXPENDABLES

Extras to be used by guests

4. LOAN ITEMS

Items offered upon request



Examples by categories



Guest amenities :

- Minibar items (free beverages)
- Coffee machine
- Bathrobes



Essentials :

- Hangers
- Glasses
- Waste bin



Expendables :

- Bath amenities
- Stationary
- Tissues



Loan items :

- Iron & board
- Ice bucket
- Bed board

Hotel room accessories

- Include small objects that are both, useful and decorative
- They differ in size, height, texture, colour, cost and origin
- Examples: pictures, paintings, ornamental mirrors, lamps, sculptures, vases, ceramics



Where do we place them ?

Behind the doors :

- DND card, room rates, emergency map

On / near / in / under the desk :

- Stationary folder / compendium, hotel directory, waste bin

On / in the bedside table :

- Notepad, pen or pencil, telephone directory, TV channel list, water, adapters, USB chargers, iPad, telephone, Bible or Quran

On the coffee table :

- Coffee / tea set up, room service menu, tissues, magazines

In the wardrobe :

- Sewing kit, laundry bag and list, hangers, satin hangers, grooming kit, shoe bag, safe

In the bathroom :

- Bath amenities, tissue box, jewellery tray, potpourri (dried flower petals with added fragrance in a bowl), hygienic amenities, hygienic bags.



Types of bath amenities

Different types of amenities have different costs :

1. Luxury amenities :

Bvlgari, Hermès, Dior, Guerlain, Acqua di Parma, Frédéric Malle, Salvatore Ferragamo

2. Good quality amenities :

Molton Brown, Aromatherapy Associates, L'Occitane, Le Labo, Dyptique

3. Budget amenities:

Hierbas de Ibiza, L'Essentiel

Others: Vegan amenities, Eco-friendly.

The costs of the chosen amenities will have an impact on the annual cost of Guest Supplies.



Exercise

You will now calculate your Guest Supplies annual cost.

- The details of the hotel you are opening will be given to you separately.
- Choose the amenities you wish providing to your guests.
- Compare the total cost to the budget you are given.
- If necessary, adjust your costs so that you fit into the budget.





Any questions ?



Thank you

Follow us:



linktr.ee/glion.edu