Hospitality and Tourism

The Guest Cycle

Mr. Orr

**Guest Cycle:**

*This process should be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_without \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, resulting in an overall positive feeling of satisfaction.*

**Pre-Arrival***:*

*Example:*

**Arrival:**

*Moment of Truth:*

**Occupancy:**

*Once a guest turns begins to focus on the\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: It is almost impossible for the*

*employees to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that situation*

**Departure:**

*This stage requires the least amount of effort by the employee.*

*Thanks for the memories:*



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ***Pre-Arrival*** | ***Arrival*** | ***Occupancy*** | ***Departure*** |
| ***Hotel*** | *Room Reservation* | *Check-in* | *Hotel Stay* | *Check out* |
| ***Restaurant*** |  |  |  |  |
| ***Vehicle Rental*** |  |  |  |  |
| ***Theme Park*** |  |  |  |  |