

A Study on Front Office at Trident Hotel Mumbai, India

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Abstract: *The five star hotel Trident is a luxury hotel brand operated by The Oberoi Group, known for its exceptional service and hospitality. The front office in a Trident hotel plays a crucial role in ensuring that guests have a comfortable and enjoyable stay.*

The front office at Trident hotels typically includes the front desk, concierge, and bell desk. The front desk is staffed by well-trained agents who welcome guests, check them in, and handle any requests or concerns they may have during their stay. The concierge is responsible for providing guests with information about local attractions, making reservations, and arranging transportation. The bell desk assists guests with their luggage and other needs.

Trident hotels are also known for their personalized service, and the front office team works closely with guests to understand their needs and preferences. For example, guests may be offered a choice of pillows or given a welcome drink upon arrival. The front office team is also trained to anticipate guests' needs and provide personalized recommendations for dining, shopping, and other activities.

Trident hotels typically use advanced technology to streamline the check-in process and enhance the guest experience. For example, guests may be able to check in using a mobile app, or use in-room tablets to access hotel services and information.

Overall, the front office at Trident hotels is a critical component of the hotel's success, as it plays a key role in ensuring that guests have an exceptional experience and leave feeling satisfied and eager to return.

Keywords: Front Office, The Oberoi Group, Reservation system