

# **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

## **I. INTRODUCTION**

In 1934 in Shimla Mr. M.S. Oberoi pioneered the idea of luxury hospitality in India by opening his first hotel. The reason behind the success of Oberoi generations is always being the lessons self-taught, the inevitable mistakes made, the wisdom gained, and the prestigious awards won.

Most commonly practiced in today's world is the most simple and uncommon of operational philosophies that began with Mr. M.S. Oberoi himself and now that is been followed by his son and current chairman Mr. P.R. S. Oberoi: The guest is everything.

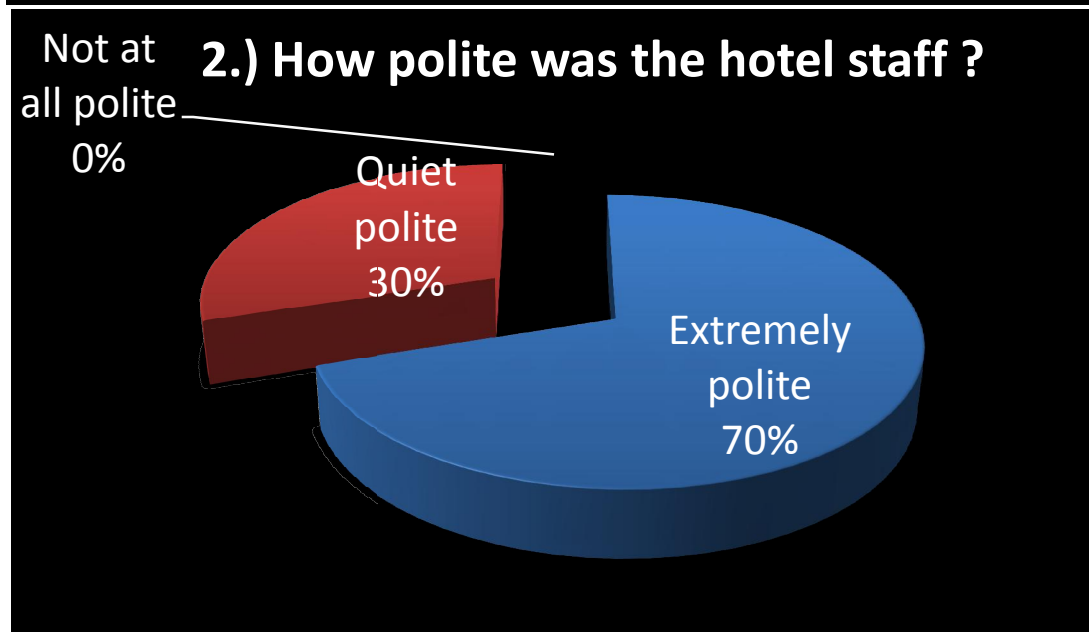
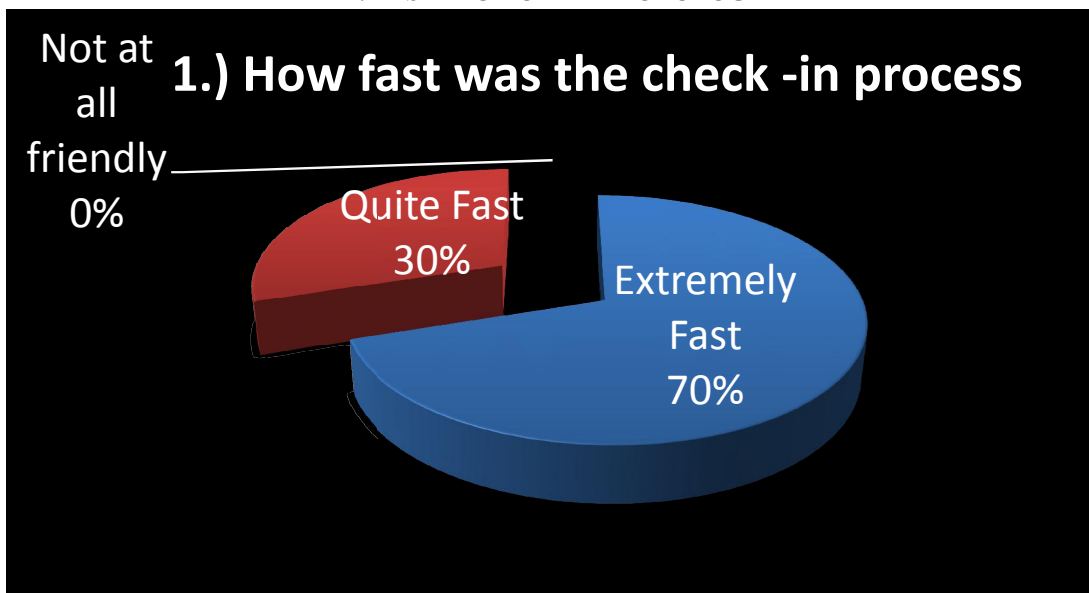
The joy comes from ensuring each guest is seen and valued as a person, a friend, a family member who has come to stay. The presence of guest is seen in every gesture through words spoken or unspoken, in ways that are obvious and in ways that are quietly respectful of one's time and privacy.

No comparison can be find with the properties as beautiful as they have or restaurants, guest rooms and facilities that are as exceptional. But these are not what give Oberoi Hotels & Resorts its incomparable reputation.

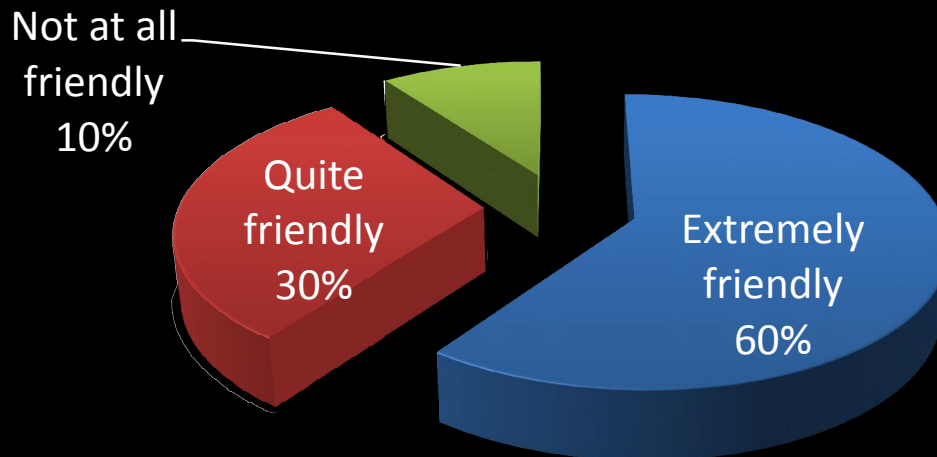
Guest has experienced in their first visit is that singular experience of being truly seen, heard and understood. Something no other hotel or resort can match with. The amazing effect one feels from an act, is of gesture, a word exchanged; that is warm and heartfelt.

Other than the 32 hotels, The Oberoi Group, founded in 1934, operates Nile Cruisers and a Motor Vessel in the backwaters of Kerala. The Group has presence in seven countries under the luxury 'Oberoi' and five-star 'Trident' brand. The Group is also engaged in flight catering, airport restaurants, travel and tour services, car rentals, project management and corporate air charters.

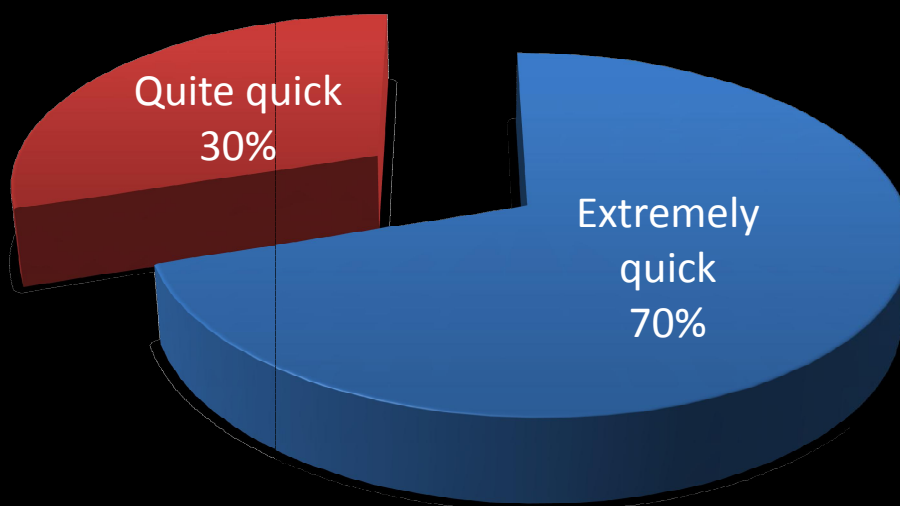
**II. RESEARCH OF METHODOLOGY**



### 3.) Overall how friendly was the reservation team?



### 4.) How quickly did the front office department respond to your request?



### **III. FINDINGS OF METHODOLOGY**

#### **1.) How fast was the check -in process?**

According to the research methodology it can be seen that 70% of the guest agreed that the check- in process was extremely quick where as 30% have agreed for quite quick.

#### **2.) How polite was the hotel staff ?**

According to the research methodology it can be seen that 70% of the guest have agreed that the staff was extremely polite where as 30% have voted for quite polite.

#### **3.) Overall how friendly was the reservation team?**

According to the research methodology it can be seen that 60% of the guest have agreed that the team was extremely friendly where as 30% have voted for quite friendly and 10% have voted for not at all friendly.

#### **4.) How quickly did the front office department respond to your request?**

According to the research methodology it can be seen that 70% of the guest have agreed that the front office department responded extremely quick where as 30% have agreed to quite quick.

### **IV. CONCLUSION**

The friendly staff and the space they have created for trainee allowed me with full opportunities to learn and known myself as a worker. The primary objective of an internship is to gather a real life experience and put their theoretical knowledge in practice. During my training, I thoroughly enjoyed the challenges that came along every single day. I learned that this is just the beginning of the road and I have to travel long distance to be a successful person in this field. But I must say this experience will prove an objective in my career in the hotel industry

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