Any service industry consists of two types of main products to work functionally. These products are called core services and supplementary services. Core products are the main set of services that provide the essence of the services like stay in a hotel, these products are the one that if present does not add much value but when absent may take value from the service. Supplementary services are those services that provide the backbone to these core services, like Wi-Fi in hotels. A quality services is one in which both of these products are present.

These products are future divided and they create the details of a service.

In hotel business these core and supplementary services are.

Core Services

1. Information

Information contributed by hotel let customers obtain full sense of any service and suited information. Lords Plaza provides with more information about the services provided for the visitor to attract more customers. The information provided by them can be subsidy for an overnight stay in distinctive class of room, notification and instructions to using hotel facilities, use time of dining and so on. Customers can get the information from many origins like phone, website, customer’s assistance centre, newspaper, flyer, social apps, etc.

1. Order-taking

Once customers are ready to hire Lords Plaza Hotel's services, they will proceed to the process of order taking. It can be by mail, telephone, on website, and e-mail. Contact Lords Plaza on website <https://www.lordshotels.com/> this website exists to help the customers to make a booking of room, they can contact on different numbers provided for the specific branch and also there is physical booking or booking on arrival.

1. Billing

Customer can handily get all fare information since Lords Plaza Hotel provides the price of different rooms through website, counter, flyer, customer’s assistance centre and phone. At their hotel lobby, check-in counters are waiting customers to check in or make payment so customers have no need to waste their time hanging.

1. Payment.

Customer after enjoying their stay have to pay for the services that they availed, they can pay in cash, card, online payments or any other form accepted by the service provider. Customers hope it to be easy and convenient to make payments. There are range of options existing to ease customer bill-paying provided by Lords Plaza Hotel like credit card, at the counter, e-banking, online payments, etc.

Supplementary services

1. Consultation

Consultation contains a conversation to inquire customers’ requirements and then perfect a result that is fitted to the demands of the customers.

1. Hospitality

The condition of hospitality services extended by a service can strengthen or decline customer satisfaction with the core product so Lords Plaza Hotel ensure their personnel treat every consumer as guest. They deliver quality meals and room services for each customer. Lords Plaza Hotel offers multiple Hotel Luxuries and Services to suit the desire and wish of different Guests and this factor captivates many guests. Furthermore, restaurant over there provide a lot of dining.

1. Safekeeping

Customers can absolutely savour the service provided without worrying about their belongings at Lords Plaza Hotel because they provide range of safekeeping services. For example: caring for possessions customer bring with them, security personnel and others.

1. Exceptions

This is something that is outside the normal services providing.

So these are the quality that a hotel must possess.

So as told earlier a quality service needs both core and supplementary products. we can also say that a good service is that which provides with high value core product but a great or excellent service is one which provides both core and supplementary services. So at Lords Plaza the core and supplementary services are excellent, visit our facility and experience it yourself.

Visit our website to know more: <https://www.lordshotels.com/>