

# **Analysis of Guest Cycle Activities at Avanra Garden Hotel and Their Impact on Repeat Guest Arrivals**



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## INTRODUCTION

Situated in the scenic regions of Sri Lanka, the Avanra Garden Hotel is a monument to the nation's well-known hospitality. An industry leader in lodging, our hotel takes great satisfaction in providing a special fusion of comfort, elegance, and individualised attention. To ensure visitor pleasure and promote repeat business in the cutthroat hotel industry, it is essential to comprehend and implement efficient front office procedures. In order to provide a memorable experience for visitors and eventually encourage their return, this study will examine the subtleties of the Avanra Garden Hotel's guest cycle operations. We want to identify the tactics that distinguish Avanra Garden Hotel from competitors and make it a top option for tourists looking for a remarkable stay in Sri Lanka by analyzing the hotel's approach to every phase of the guest cycle, from pre-arrival to departure.

## OVERVIEW OF THE GUEST CYCLE AT AVANRA GARDEN HOTEL

The four stages of the guest cycle at Avanra Garden Hotel are pre-arrival, arrival, occupancy, and departure. Creating a tailored experience for visitors, such as customized communications and hotel choices, is the main goal of the pre-arrival phase. When visitors arrive, the front desk personnel extends a warm welcome, making the check-in procedure go quickly. Guests are welcome to make use of the hotel's facilities, which include a restaurant, spa, fitness center, and swimming pool, while it is in occupancy. In order to swiftly and to the highest standards attend to visitors' demands, the front office works in conjunction with other departments. When a visitor departs, their stay comes to an end, and the hotel makes sure their check-out goes well, any outstanding bills are paid, and they leave feeling satisfied. Guest input is gathered to enhance hotel operations and amenities.

**Pre-arrival:** The Avanra Garden Hotel's pre-arrival phase starts as soon as a visitor makes a reservation. The guest's preferences and special requests are stored in the hotel's

reservation system. An email confirming their reservation and providing extra services, such as airport shuttles or customized plans for celebrations, is sent to guests.

**Arrival:** The front desk staff extends a warm welcome to visitors as soon as they arrive at the Avanra Garden Hotel. There is less waiting time thanks to a simplified check-in procedure. Information on the hotel's amenities, services, and any upcoming events is given to visitors. The personnel in charge of the front desk makes sure that visitors are shown to their rooms and that their baggage is treated carefully.

**Occupancy:** The Avanra Garden Hotel offers its visitors a range of facilities, such as a spa, fitness center, swimming pool, and many dining choices. In order to maintain the highest standards of comfort and cleanliness for guest rooms, the front office works in tandem with cleaning and other departments. We swiftly attend to any requests or difficulties to guarantee a comfortable stay.

**Departure:** The guest's stay at the Avanra Garden Hotel comes to an end at this point. The personnel at the front desk facilitates the check-out procedure, making sure it runs smoothly and quickly. Feedback from visitors on their stay is welcomed, and any outstanding bills are settled. In order to make a good impression that lasts, the hotel often offers a modest parting gift or sign of gratitude.

## **ANALYSIS OF GUEST CYCLE ACTIVITIES AT AVANRA GARDEN HOTEL**

**tailored Pre-arrival Experience:** The Avanra Garden Hotel prioritizes providing visitors with a tailored experience beginning far in advance of their arrival. Guests may personalize their stay by adjusting the tailored emails that the hotel sends them. This includes picking out what kind of accommodation to stay in, what to eat, and putting in special requests for

events like anniversaries or birthdays. This proactive approach makes customers feel cherished and expected and sets the standard for a customized and attentive service.

**Effective Check-in Procedure:** The Avanra Garden Hotel's kind and knowledgeable front desk employees welcome visitors upon their arrival. The hotel takes great satisfaction in its fast and easy check-in procedure, which guarantees that customers are promptly sent to their rooms. The well-trained staff makes sure that customers feel comfortable and welcomed as soon as they enter the hotel by attending to any particular requests or issues. Making a good first impression is essential to creating a relaxing atmosphere throughout your visit.

**Superior facilities and Services:** The Avanra Garden Hotel offers its visitors a range of superior facilities and services to make their stay enjoyable. The hotel has a magnificent spa, a variety of eating choices to suit varied tastes in food, and a well-kept swimming pool. Coordinating with housekeeping and other departments to maintain the highest standards of comfort and cleanliness across the hotel is a critical function of the front office. Throughout the occupancy stage, the whole guest experience is improved by this focus on quality and attention to detail.

**Personalized leaving Experience:** The Avanra Garden Hotel treats the leaving process with the same level of attention as the arrival stage. To minimize any disruption to the visitors, the front desk personnel makes sure that the check-out procedure runs smoothly and efficiently. Additionally, the hotel will have the chance to gather feedback, which is crucial for ongoing development. Leaving a lasting good impression that promotes return visits is achieved by adding a personal touch to the departing experience by thanking the visitors for their stay and wishing them a safe travel.

## IMPACT ON REPEAT GUEST ARRIVALS

The Avanra Garden Hotel's guest cycle initiatives have a big influence on returning visitors. The hotel's front desk operations and guest services tackle the following topics to show how they urge visitors to come back:

**tailored Experience:** The Avanra Garden Hotel gives visitors a sense of worth and comprehension by providing tailored services from the moment of pre-arrival. Personalized care like this leaves a good impression and increases the likelihood that people will return for more of the same.

**Warm and Effective Greetings:** An easy and welcoming check-in procedure sets the mood for the whole visit. Efficiency along with friendliness and warmth is something that makes guests want to stay at the hotel again.

**Superior facilities and Services:** Offering first-rate facilities and services to visitors throughout their stay guarantees a relaxing and joyful stay. When visitors are pleased with the hotel's amenities, they are more likely to decide to stay there again in the future.

**Easy Check-Out:** When visitors are genuinely thanked and have a simple check-out procedure, they are left with a favorable image that lasts a lifetime. This makes people want to book a stay at the Avanra Garden Hotel in the future.

**Input and Improvement:** As a sign of its dedication to ongoing development, the hotel gathers guest input during the check-out phase. The hotel may improve the visitor

experience and encourage repeat business by implementing the appropriate modifications based on the recommendations and concerns of its guests.

**Developing connections:** Through their encounters with visitors at different points in the guest cycle, front desk employees are essential in helping to develop connections with them. Because of the familiarity and individualized treatment they received, these connections promote loyalty and entice visitors to stay at the hotel again.

## CONCLUSION

To sum up, the Avanra Garden Hotel in Sri Lanka serves as an excellent example of the critical role guest cycle activities play in raising visitor satisfaction and encouraging return business in the hospitality sector. The hotel makes sure that visitors have an amazing stay from the moment they arrive until they leave with a strategic emphasis on individualized service, effective operations, and first-rate facilities. The front desk team's commitment to quality control is essential in planning these events and making sure that every guest's requirements are attended to with warmth and professionalism. By placing a high priority on guest pleasure throughout the whole guest cycle, Avanra Garden Hotel not only maintains its standing as a top option for visitors, but also cultivates a devoted clientele—a necessary component of long-term viability in the cutthroat hospitality industry.

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