



RESOURCE LIBRARY - ADMINISTRATION
Frequently Asked Questions (FAQs)

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<u>No.</u>	<u>Question</u>	<u>Answer</u>
<u>1</u>	Who owns this hotel?	XYZ Hotels & Resorts, a subsidiary of XYZ Holding Company for Investment Whose Chairman is Mr.
<u>2</u>	When is the opening of the hotel?	We are aiming for early September
<u>3</u>	How many rooms and suites do you have?	We have ____ rooms in total. This includes ____ suites
<u>4</u>	Where is the pool located?	The pool is located on the ____ floor. The pool will be open from 6am to 5pm
<u>5</u>	Is there a health club in the hotel?	Yes we do have one in the 20 th floor exclusively for the guests staying in-house; it includes Sauna, Jacuzzi, and massage/ beauty treatment rooms. It's open from 11 am until 11 pm.
<u>6</u>	How many XYZ hotels worldwide do you have?	We have 128 hotels in operation and we are expecting 12 new hotels by the end of this year. In part of the world we have currently 12 hotels operational, an additional 4 will open their doors this year.
<u>7</u>	What is the origin of this company?	This brand started in the US in 1929.
<u>8</u>	How many restaurants do you have?	There are two restaurants which are: the Lebanese restaurant which is located in the lobby area, and we do have the Yoshi restaurant which serves Asian food. In addition to this we have 3 bars; The Cigar Bar, Crystal Bar and Windows on the World as well as the Atrium Café Lobby Lounge.
<u>9</u>	Is there a membership for the health club?	Unfortunately our gym and pool areas are exclusively for the guest in house. The Spa treatment rooms can be booked for massages, facials by anyone.
<u>10</u>	Who is the hotel interior designer?	A number of designers were involved who have selected furniture from famous French designer _____ and others
<u>11</u>	How many floors in this hotel?	____ floors, ____ of them under ground
<u>12</u>	Is there WIFI internet in the hotel?	Yes, we have a high speed internet offered free of charge for the guest of our Club Floors. Reasonable charges apply for WiFi usage in public areas and guest rooms
<u>13</u>	How many stars is the hotel?	This hotel is 5 stars deluxe
<u>14</u>	Do you offer laundry service?	Yes, and it's includes washing and dry cleaning
<u>15</u>	What is the average room rate?	The room prices depends on the room category, however the room average rate is

		200 USD.
<u>16</u>	Do you offer car rental service?	Yes, and you can rent a car with a driver or without.
<u>17</u>	Are there any ball rooms in the hotel?	There is one ball room with capacity of 650 people in addition to 12 meeting rooms
<u>18</u>	Do you provide parking slots?	There is underground parking with a capacity of 380 cars.
<u>19</u>	How many employees working in this hotel	400 employees
<u>20</u>	Is there a night club in the hotel?	Unfortunately we don't have one, however we can offer the Windows on the World instead
<u>21</u>	How much did this hotel cost?	The cost is around 145 Million USD
<u>22</u>	Do you offer in room dining service?	The in room dining service is available 24 hours
<u>23</u>	Is there a shopping arcade?	The hotel has a lobby gift shop, barber shop and jewelry shop
<u>24</u>	Is there an ATM in the hotel?	Yes we have one in the lobby.
<u>25</u>	Is there a business center in the hotel?	Yes and it operate 24 hours.
<u>26</u>	Are the pets allowed in the hotel?	No pets allowed.
<u>27</u>	What is the nationality of your general manager?	Mr. _____ and he is from _____
<u>28</u>	What is the size of the hotel premises?	
<u>29</u>	Do you provide outside catering service?	Yes we do.
<u>30</u>	What type of music you play in the lobby?	Modern styling music.
<u>31</u>	Is there a prayer room in the hotel?	Yes during Ramadan and at Iftar