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SENSATIONAL GASTRONOMIC SOJOURN: UNVEILING THE EXQUISITE DINING EXPERIENCE - A CASE STUDY OF SHERATON ZHUHAI HOTEL

Dr. Ming Kwan¹, Dr. Liu Minghui², Liu Xinyu³, & Leo Tong⁴

¹The Hong Kong Polytechnic University, Hong Kong, China

²Macau University of Science and Technology, Macau, China

³Faculdade de Ciências Humanas, Universidade Católica Portuguesa

⁴Capital Delight Inc. Hong Kong

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Corresponding Author: Dr. Ming Kwan

Email: ming-wai.kwan@polyu.edu.hk

Abstract

This research article delves into the factors that contribute to the remarkable success of the Sheraton Zhuhai Hotel in delivering exceptional and unforgettable dining experiences within the fiercely competitive hospitality industry. Renowned for its consistent delivery of extraordinary, enthusiastic, and memorable dining experiences, the hotel has positioned itself as a prominent player. Through a comprehensive investigation, this study aims to identify the key elements that set the hotel's dining experiences apart from those offered by its competitors. The research highlights the hotel's unwavering commitment to culinary excellence, demonstrated by its relentless pursuit of perfection in food quality, presentation, and overall dining ambiance. Furthermore, the study explores the significant role played by the passionate and dedicated food and beverage team, whose genuine enthusiasm for their craft contributes to the creation of exceptional dining experiences. The research also emphasizes the hotel's ability to curate unique and unforgettable moments that leave an impression on guests. Moreover, the study highlights the hotel's guest-centric approach, focusing on surpassing guest expectations in their experiences. This guest-centric approach is identified as a key factor in the hotel's success. Additionally, the establishment of a strong brand reputation in the industry further enhances the hotel's competitive advantage in providing exceptional dining experiences. By offering valuable insights for hoteliers and industry professionals, this research provides guidance on how to enhance their own competitive edge and deliver dining experiences that foster guest loyalty and enhance brand reputation. The findings of this study serve as a testament to the Sheraton Zhuhai Hotel's success and provide inspiration for others in the pursuit of exceptional dining

experiences that leave a lasting impact on guests

Keywords: Food and Beverages Management, Hotel Management.

INTRODUCTION

Under the esteemed leadership of Managing Director Mr. Joseph To, who was honored as the Best Hotel Leader in 2023, the Sheraton Zhuhai Hotel has proudly earned the distinction of being awarded as the Best Hotel. Mr. Joseph To's exceptional guidance serves as an inspiration to his teams, motivating them to consistently exceed expectations and create sophisticated, unforgettable hotel stays and dining experiences for guests. Their unwavering commitment to superior services and food quality, impeccable presentation, and an inviting dining ambiance sets them apart in the industry.

The study conducted at the Sheraton Zhuhai Hotel focuses on evaluating the gastronomic offerings, service quality, and guest relations provided by the hotel's food and beverage team. The hotel places a strong emphasis on culinary excellence, exemplary service, and guest satisfaction, considering them as top priorities. The research aims to conduct a comprehensive investigation into the factors that contribute to the Sheraton Zhuhai Hotel's success and distinguish it from its competitors in the industry. It seeks to provide valuable insights to hoteliers and industry professionals who are looking to enhance their own offerings and deliver exceptional experiences that foster guest loyalty.

Overall, the Sheraton Zhuhai Hotel's unwavering commitment to culinary excellence, exemplary service, and guest satisfaction, combined with the competence and passion of its food and beverage team, plays a crucial role in its success and positions it as the best choice within the industry.

LITERATURE REVIEW

Brand Satisfaction

Grisaffe and Nguyen (2011) define brand satisfaction as the overall satisfaction of guests based on their purchase and experience of branded products or services. This means that when guests are satisfied with a particular brand, they are more likely to become repeat customers and share their positive experiences with others. Such favourable comments lead to a high level of brand satisfaction, which can increase brand commitment among guests. Gibson (2005) emphasized that satisfied guests are more likely to engage in positive word-of-mouth marketing about their experiences with a brand. Positive word-of-mouth recommendations can be incredibly valuable for businesses as they can lead to increased brand awareness and loyalty. Furthermore, Lin and Choe (2022) suggested that brand satisfaction is intricately linked to brand commitment. When guests are satisfied with a brand, they are more willing to commit to it and become loyal customers. This is because brand satisfaction creates a positive emotional connection between guests and the brand, which can lead to increased trust, loyalty, and advocacy. Therefore, it is crucial for businesses, particularly those in the hospitality industry, to focus on creating positive experiences for their guests. By doing so, they can increase brand satisfaction, which can lead to repeat business and positive word-of-mouth recommendations. Additionally, by fostering emotional connections with guests, businesses can build brand commitment and loyalty, leading to long-term success in a highly competitive market. Brand Love Barsky and Nash (2002) highlighted the importance of evoking

emotions in guests during their hotel stay as a key factor in building brand loyalty. This research underscores the crucial role that guests' emotions play in their overall hotel experience and how it can significantly impact their satisfaction and loyalty. The hospitality industry recognizes the significance of creating positive emotions and experiences for guests, as this can lead to strong emotional connections between guests and hotels. When guests feel welcomed, valued, and cared for during their stay, they are more likely to develop an emotional connection with the hotel, resulting in increased satisfaction and loyalty. Conversely, negative emotions such as frustration, disappointment, or anger can have a significant impact on guest satisfaction and may even lead to negative reviews and damage to the hotel's reputation. Therefore, it is essential for hotels to prioritize creating positive emotional experiences for their guests to build long-lasting relationships and foster brand loyalty. To build emotional connections with guests, hotels need to provide personalized and meaningful experiences that resonate with guests on a deeper level. This can be achieved through various strategies, such as personalized interactions, attention to detail, and experiential offerings. For example, hotels can provide personalized welcome messages, remember guests' preferences, pay attention to small details, and offer unique and immersive experiences to create emotional connections. When guests feel emotionally connected to a hotel, they are more likely to become loyal customers and recommend the hotel to others. Emotional connections can foster a sense of community among guests, which can lead to positive word-of-mouth recommendations and increased revenue for the hotel. Therefore, creating emotional connections is crucial for building long-term relationships with guests, increasing customer retention, and driving success in the highly competitive hospitality industry. Brand Loyalty So et al. (2014) have identified that hotel brand loyalty can be strengthened not just through service consumption experience but also by engaging guests beyond the service encounter. Therefore, hotels should focus on engaging guests in various ways, such as through loyalty programs, social media, and other marketing channels, to build lasting relationships and brand loyalty. Cheung et al. (2022) further suggests that guests' voluntarily engaged behaviors with brands can increase brand performance, which can be achieved through consumers' online brand-related activities, such as social media posts and reviews. Hotels can encourage guests to share their experiences on social media and other online platforms to leverage these activities. Furthermore, mutual marketing with the support of guest's brand commitment and love can further enhance brand loyalty. These psychological and emotional connections between hotel guests and the brand can be strengthened through brand extension, co-creation of service products, and various experiential components at a hotel. By involving guests in the brand-building process, hotels can create emotional connections that strengthen guest brand commitment and love, thereby enhancing brand loyalty. Building brand loyalty in the hotel requires a multifaceted approach that involves engaging guests beyond the service encounter, leveraging guest-generated content, and co-creating service products and experiential components with guests. By focusing on these key areas, hotels can create emotional connections with their guests, differentiate themselves from competitors, and drive revenue and profitability over the long term. Guest engagement and service brand loyalty development are crucial factors in the hospitality industry. To establish strong guest engagement, factors such as guest satisfaction, brand trust, perceived value, and service quality are fundamental. According to So et al. (2014), although superior service brand evaluation is necessary, it is not sufficient to establish

strong guest engagement alone. In other words, merely providing superior service is not enough to build a loyal relationship with guests. Instead, hotels must focus on building emotional connections with guests through a combination of factors, including trust, perceived value, and service quality. By fostering these factors, hotels can create a positive experience for guests, leading to higher levels of guest engagement and brand loyalty. Furthermore, building emotional connections with guests requires a multifaceted approach that involves engaging guests beyond the service encounter, leveraging guest-generated content, and co-creating service products and experiential components with guests. By focusing on these key areas, hotels can differentiate themselves from competitors, build lasting relationships with guests, and drive revenue and profitability over the long term. In summary, developing brand loyal relationships in the hospitality industry requires a focus on guest engagement, which is influenced by factors such as guest satisfaction, brand trust, perceived value, and service quality. By fostering emotional connections with guests through a multifaceted approach, hotels can create a positive experience for guests, leading to higher levels of guest engagement and brand loyalty.

METHODOLOGY

This research undertakes a case study approach, employing qualitative research methods to conduct an in-depth analysis of the Sheraton Zhuhai Hotel's strategies for delivering diverse and unforgettable dining experiences that enhance guest loyalty to the brand. The case study methodology is well-suited for this research as it allows for a detailed examination of a specific case, providing rich insights into the factors contributing to the hotel's success.

To ensure a comprehensive understanding of the hotel's dining experiences, data for the case study will be collected through multiple sources. These sources include:

- **Observations:** The researcher will directly observe and actively participate in dining experiences at Feast Restaurant. These observations will focus on various aspects, such as food quality, presentation, service interactions, and overall guest experience.
- **Document Analysis:** Relevant documents, including menus, promotional materials, and customer reviews, will be analyzed to gain insights into the hotel's diverse dining offerings, guest feedback, and its efforts to meet guest expectations.

Data analysis will involve a content analysis approach. The collected data will be systematically reviewed, coded, and categorized to identify patterns, themes, and key factors contributing to the success of diverse dining experiences. The analysis will explore aspects such as food quality, service interactions, ambiance, personalization, and overall guest satisfaction.

The qualitative nature of this research allows for an in-depth exploration of the perceptions and experiences of guests, providing valuable insights into the effectiveness of diverse dining experiences in fostering guest loyalty to the brand. The findings from the case study will be presented and discussed comprehensively, drawing conclusions, and providing recommendations for hoteliers and industry professionals seeking to enhance their own dining experiences and strengthen guest loyalty.

FINDINGS AND DISCUSSIONS

Exquisite Artistry: Elevating the Aesthetics of the Cuisine in Sheraton Zhuhai Hotel

At the Sheraton Zhuhai Hotel, culinary creations are not only a feast for the taste buds but also a visual spectacle that delights guests' eyes. The hotel's commitment to elevating the aesthetics of its cuisine is a testament to its dedication to providing a truly exceptional dining experience. The

chefs at Sheraton Zhuhai Hotel are true artists, meticulously crafting each dish with precision and creativity. They understand that presentation plays a vital role in enhancing the overall dining experience, and they take great care to ensure that every plate is a work of art. From the arrangement of ingredients to the use of vibrant colors, each dish is thoughtfully composed to create a visually stunning masterpiece. The hotel's culinary team pays meticulous attention to detail, employing various techniques to enhance the aesthetics of their cuisine. They skillfully use garnishes, edible flowers, and micro greens to add pops of color and texture to the dishes. Each element is carefully chosen to complement the flavors and create a harmonious visual composition. The result is a stunning display that captures guests' attention from the moment the dish is presented.

Furthermore, the Sheraton Zhuhai Hotel embraces innovation and constantly seeks new ways to push the boundaries of culinary artistry. The chefs embrace modern plating techniques, incorporating elements such as geometric patterns, artistic drizzles, and playful arrangements that add a contemporary flair to their creations. These techniques not only enhance the visual appeal but also showcase the chefs' creativity and passion for their craft. In addition to the artful presentation of individual dishes, the Sheraton Zhuhai Hotel also pays attention to the overall aesthetics of its dining spaces. The restaurants are designed with elegance and sophistication, creating a visually appealing ambiance that complements the culinary experience. Thoughtful lighting, stylish decor, and tasteful table settings all contribute to the overall aesthetic appeal, providing guests with a complete sensory experience. The hotel's commitment to elevating the aesthetics of its cuisine goes beyond the visual aspect. It extends to the use of high-quality ingredients, ensuring that each dish is made with the finest and freshest produce. By prioritizing quality, the hotel not only enhances the flavor but also elevates the overall presentation of the dishes. Guests at Sheraton Zhuhai Hotel are treated to a dining experience that is not only delectable but also visually captivating. The exquisite artistry displayed in the presentation of each dish reflects the hotel's dedication to creating memorable experiences for its guests. Whether it's a beautifully plated appetizer, an artistically arranged main course, or a stunning dessert, every dish tells a story and leaves a lasting impression. By elevating the aesthetics of its cuisine, the Sheraton Zhuhai Hotel sets itself apart as a destination for culinary excellence. The combination of exceptional taste and stunning presentation creates a truly immersive dining experience that engages all the senses. It is through this commitment to culinary artistry that the hotel continues to enchant guests, leaving them with cherished memories and a desire to return for more exquisite gastronomic adventures.

Unforgettable Culinary Delights at Sheraton Zhuhai: A Journey of Exquisite Dining Experiences

The Sheraton Zhuhai Hotel is renowned for its unwavering commitment to creating captivating, authentic, and passionate dining experiences that forge deep emotional connections with its esteemed guests. Understanding the significance of evoking positive emotions and crafting enduring memories, the hotel employs an array of strategies and initiatives to ensure that each guest's dining experience is truly exceptional. One notable example of the hotel's dedication to creating unforgettable moments is its meticulously crafted special cake, designed to delight guests and add an extra touch of enchantment and excitement to the special occasion. This thoughtful gesture leaves a lasting impression, demonstrating the hotel's attention to detail and

commitment to personalized experiences. Similarly, by customizing cakes to align with each guest's unique preferences and interests, the hotel fosters a sense of joy and wonder that enhances the emotional connection guests feel towards the establishment. This personalized touch not only makes guests feel recognized and warmly welcomed but also sets the stage for a truly extraordinary stay.

Moreover, the Sheraton Zhuhai Hotel goes above and beyond to pleasantly surprise guests with special cake tailored to their individual interests. These delightful surprises further strengthen the emotional connection and generate a sense of delight and appreciation. The cake serves as cherished mementos for guests to take photos of, serving as constant reminders of their remarkable stay at the hotel.

The hotel's commitment to providing an unparalleled dining experience is evident throughout its establishments. The Sheraton Zhuhai Hotel places great emphasis on attentive and thoughtful service, which plays an indispensable role in establishing a robust emotional connection with its discerning guests. Through these small yet significant gestures, the hotel ensures that guests feel genuinely cared for and unequivocally valued throughout their entire stay. The Sheraton Zhuhai Hotel understands the paramount importance of delivering an extraordinary experience for its guests. From the moment guests arrive, they are greeted with personalized attention and unparalleled hospitality, setting the stage for an indelible stay. The hotel's staff consistently anticipates and fulfills guests' every need, sparing no effort to ensure their utmost comfort and complete satisfaction.

Attention to detail is unequivocally the hallmark of the Sheraton Zhuhai Hotel's dining experience. Its exceptional restaurants offer an enticing array of culinary delights, expertly prepared by a team of talented chefs. Whether guests indulge in local delicacies infused with cultural flair or savor international cuisine, every dish is meticulously crafted with precision and care, tantalizing the taste buds, and satisfying even the most discerning palates. In addition to the exceptional cuisine, the hotel's attentive staff provides prompt and meticulous service, elevating the overall dining experience to new heights. They possess extensive knowledge of the menu offerings and are ready to provide tailored recommendations or cater to specific dietary preferences. Their warm, friendly, and professional demeanor creates an inviting atmosphere, making guests feel genuinely valued and exquisitely well taken care of.

Furthermore, the Sheraton Zhuhai Hotel takes immense pride in creating extraordinary moments for its cherished guests. From unexpected treats to personalized touches such as attentively recalling guests' preferences, the hotel consistently exceeds expectations. These thoughtful gestures contribute invaluable satisfaction, leaving a lasting impression and fostering an unwavering emotional connection. The Sheraton Zhuhai Hotel not only offers an unmatched dining experience but also excels in providing attentive and thoughtful services that leave an indelible mark on the hearts of its esteemed guests. From the moment guests arrive until their departure, the hotel's unwavering commitment to guest satisfaction is resoundingly evident through its personalized attention, exceptional cuisine, and an ambiance that exudes warmth and genuine hospitality. Collectively, these earnest efforts to create heartwarming experiences that evoke positive emotions and forge lasting memories contribute to guests' ultimate satisfaction, rendering their experiences at the Sheraton Zhuhai Hotel truly extraordinary. By paying meticulous attention to even the most minute details, the hotel establishes a profound emotional

bond with its guests, creating a sense of warmth, happiness, and an ardent desire to return. This profound emotional connection not only enhances guests' stays but also cultivates enduring loyalty, as guests become fervent advocates for the hotel and eagerly share their unparalleled experiences with others.

CONCLUSION

In essence, the Sheraton Zhuhai Hotel epitomizes the art of curating extraordinary, enchanting, and unforgettable dining experiences. With an unwavering dedication to providing exceptional service, personalized attention, exquisite offerings, and heartfelt connections, the hotel surpasses the boundaries of ordinary hospitality, ascending to unprecedented levels of excellence. From the very moment guests step foot into the hotel, they are embraced by an ambiance of warmth and genuine care. The staff, adorned with radiant smiles and infused with genuine enthusiasm, wholeheartedly strive to deliver an unparalleled dining experience. Driven by unwavering commitment and meticulous attention to detail, the entire team anticipates and exceeds every guest's needs, ensuring that their stay at the hotel transcends the ordinary, leaving an indelible mark.

Acknowledging the uniqueness of each guest, the Sheraton Zhuhai Hotel goes beyond the mere customization of its dining offerings. Through tailored menus and thoughtful recommendations, the culinary team orchestrates a harmonious symphony of flavors that tantalize the senses and create lasting impressions. However, it is not solely the exceptional cuisine that sets the hotel apart; it is the impeccable execution and unwavering commitment to service excellence that truly distinguishes it. Every interaction, every meal, and every moment spent on the hotel's premises is infused with purpose and dedication. The staff members, with their meticulous attention to detail, transform each dining experience into a masterpiece, ensuring that every element, from the ambiance to the presentation, is flawlessly choreographed. Through these exceptional experiences, the Sheraton Zhuhai Hotel fosters a profound sense of belonging and forges deep emotional connections with its guests. It is within these connections, intertwined with the creation of unforgettable moments, that the hotel cultivates a fiercely loyal customer base. Guests are not merely satisfied; they are inspired to return, making the hotel their ultimate destination for unparalleled dining experiences.

The Sheraton Zhuhai Hotel stands as an embodiment of excellence, where every detail is meticulously considered, and every guest is cherished as a unique individual. In the fiercely competitive hospitality industry, the hotel's unwavering commitment to creating enduring memories and heartfelt connections ensures its enduring success. It serves as an extraordinary example of how the fusion of exceptional service, personalized experiences, exquisite offerings, and emotional connections can elevate dining experiences to unparalleled heights, leaving an indelible imprint on the hearts of guests.

Limitations and Future Studies

While the purpose of this study is to offer valuable insights into the exceptional dining experiences at the Sheraton Zhuhai Hotel, it is essential to acknowledge certain limitations that may pave the way for future research, thereby enriching our understanding of the subject matter.

Generalizability: The findings of this study are confined to the specific context of the Sheraton Zhuhai Hotel and may not be directly applicable to other hotels or restaurants with distinct contexts, target markets, and available resources. Future research endeavors could involve

conducting comparative case studies encompassing a wider range of establishments to analyze and compare their approaches to delivering exceptional dining experiences. Subjectivity of Data: The qualitative nature of this research, relying on observations and document analysis, introduces an element of subjectivity in interpreting the gathered data. Future studies could consider integrating quantitative measures, such as customer satisfaction surveys or financial performance indicators, to provide a more comprehensive and objective analysis of the impact of exceptional dining experiences. To address these limitations and expand the knowledge base, future research can explore various avenues. Comparative studies could be conducted to analyze and juxtapose the approaches employed by different establishments in delivering exceptional dining experiences. Incorporating quantitative measures would yield a more robust assessment of the effects of these experiences. Long-term studies could delve into the lasting impact on guest loyalty and financial performance resulting from exceptional dining experiences. Examining the perspectives of the employees involved in creating these experiences would offer valuable insights into their roles and contributions. Additionally, investigating emerging trends and technologies in the hospitality industry would aid in identifying innovative approaches to enhance dining experiences. By addressing these limitations and pursuing future studies in these areas, we can continue to advance our understanding and contribute to the provision of exceptional dining experiences that foster guest loyalty to a brand.

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