

Resorts consultancy from Hotel Solutions Partnership



Historically, we have been very careful to restrict our offer to hotels. In recent weeks, I have had an interesting discussion with our associate Miguel Ruano.

Miguel makes the point that his recent work has been resort-Related and that, in his experience, resorts nowadays (and this is even truer at the high-end) are expected to deliver the same (if not higher) level of services and design standards as urban and business hotels.

Resort guests demand more

For most of the global hospitality brands, the design standards for resorts are an expanded, improved and more exacting version of the business hotel standards. The reason being that, while on vacation at a resort, guests are likely to spend more time on the property and will, therefore, demand higher standards of service, design and technology.

Having recently visited the resorts at Australia's Hamilton Island in Queensland and at Uluru (Ayers Rock), what I found most interesting was that, while the resort room offers are clearly pitched at different markets (families, couples, singles, high-net-worth individuals, mid market, economy) and so too some of the resorts' leisure facilities, much of the resort offer is shared by all guests. The successful resort is one that enables the traveller or their travel agent to construct the mix that best meets the needs of the vacationer.

Unique resort expertise

We believe that Hotel Solutions Partnership can and should make our unique type of consulting available not only to owners, operators and developers of urban and other hotels but also the increasing number of large-scale resorts that provide a number of different hotels in their offer.

Our associates with specific resort expertise are:

- Chris Barlow
- Katrina Craig
- Duncan MacArthur
- Miguel Ruano

[You can contact them here \(Ctrl + click to follow link\)](#)

Author: principal Ian Graham