


Travellers need a healthy environment



Chris Franzen

Travellers require unique and authentic as well as a healthy environment. Therefore a sizeable amount of our guest rooms are reserved for non smokers as a dedicated floor

Gone are the days when smokers casually pulled out a cigarette from their pack, put it to their lips, lit it with a lighter or a matchbox from their pocket and puffed without regard for the people around. Not anymore. Awareness regarding harms of this seemingly innocent act has meant 'no-smoking' signs in most public places. Today, big institutions, banks and even small companies have a no-smoking rule within their campuses. Hotels too have designated no smoking zones. Explaining about Grand Hyatt Muscat's no smoking policy, **CHRIS FRANZEN**, front office manager, says, "Today's travellers require unique and authentic as well as a healthy environment. Therefore a sizeable amount of our guest rooms are reserved for non smokers as a dedicated floor." 

20 THURSDAY, June 5-11

DURING the reservation process, guests at the hotel are asked about their preferences, ranging from non smoking rooms, type of bed, special requirements and preferred amenities.

"There is nothing more important than a hassle-free stay to ensure guests can relax or go about their daily business without having to request the same demands over and over again. Not only do we have dedicated non-smoking rooms, but also our various restaurants offer a choice of a non-smoking section.

"Grand Hyatt Muscat delivers a highly personalised guest experience, where each request is met to the finest detail. Keeping clients satisfied is our priority, hence once we know a guest's preference, we ensure his demands are met whenever he or she visits our hotel, as we store all guest information in our database," notes Franzen.

● *Grand Hyatt Muscat features 280 rooms including 44 executive suites, three regency suites, one royal suite and six luxury crown suites.*