

4 Ways Operations Teams Can Deliver What Today's Guests Expect

Guests are starting to expect more in every stay, and they're noticing the small details with it. A slow check-in, a cluttered lobby or an inattentive employee can shape a guest's impression just as much as the room itself. In fact, research shows that even when service issues are rare, they can significantly damage overall satisfaction scores.[1] These small moments add up fast, which is why many operations leaders are treating readiness behind the scenes as part of the guest experience, not just a background function.

While leaders can't control every interaction, they can build the operational systems that help teams respond more effectively and create a consistent experience — one that delivers exactly what the guests expect and more. Taking a broader view of how staffing, supplies and technology work together across the whole operation can help uncover and address service gaps before they affect the guest experience. Getting ahead of these details before check-in may help set the tone for the rest of a guest's stay, rather than leaving that impression to chance. Here are four places to start.

Give shared spaces the guest-ready treatment

Lobbies, lounges, dining areas and conference spaces often shape a guest's first impression of a property. Because these areas see high traffic throughout the day, maintaining cleanliness, organization and functionality can influence how guests view the property as a whole. Guest satisfaction research continues to point to cleanliness as one of the top factors guests weigh when evaluating a stay.[2] A well-kept, orderly space could help tell guests, at a glance, that a property pays attention to the details.

To evaluate whether these spaces are supporting a positive guest experience, consider:

- The workflow for maintaining shared spaces during high-traffic hours, not just before opening
- Whether staff have reliable, on-hand access to professional cleaning supplies when a spill or mess happens mid-shift
- How the day-to-day condition of these spaces is shaping the reviews and impressions guests walk away with

Consistent attention throughout the day, rather than only during peak hours, could help properties maintain a high standard of presentation from morning coffee service through evening turndown.

Equip the team behind the scenes

Guests don't typically see employee workspaces or administrative offices, but these areas support the people responsible for delivering the seamless guest experience. Well-organized operational spaces help support teams respond more effectively when guest needs arise — and disengaged or under-resourced teams can have the opposite effect, with research linking low employee engagement to lower service quality and consistency.[3] Making sure the areas behind the front desk are as organized as the ones in front of it may help cut down on the friction that slows a team down mid-shift.

Take a closer look at:

- **Storage and organization systems,** such as labeled storage areas, filing and folders that keep information easy to find
- **Administrative and office resources,** including calendars, planners, binders and accessories that help staff stay organized
- **Shipping and mailing processes,** from mailing and packing supplies to shipping logistics that support day-to-day operations



Put the right technology behind the team

Teams coordinate across departments and locations, often in real time, and the right tools can be the difference between catching a gap early or hearing about it from a guest. Technology that supports communication, scheduling and inventory visibility may help a team stay aligned and respond faster when something comes up. As operations and shift schedules become more complex, these systems can become one of the most effective ways to support consistency across the property.

Consider whether staff have access to:

- Inventory tracking tools that flag gaps before they affect service
- Internal communication solutions that keep departments connected
- Scheduling resources that support smoother shift coverage
- Technology accessories and workplace equipment that keep staff productive

The right tools could help identify a problem in one department before it becomes a guest-facing issue in another.

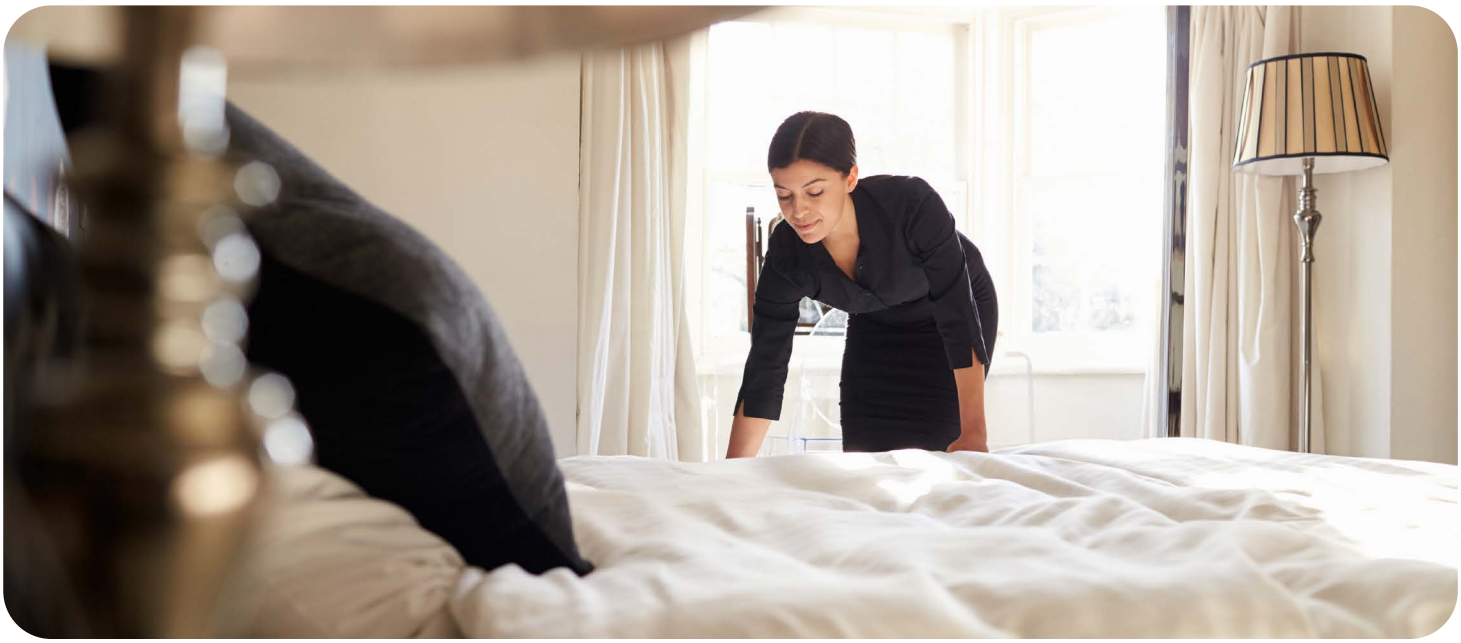
Give staff what they need to succeed

What guests remember about a stay often traces back to something they never see: whether staff had what they needed to do their jobs well. Because hospitality is fundamentally a people business, how supported and equipped staff feel can shape how they show up for guests.[4] Providing teams with the resources and tools they need could help improve communication and responsiveness across a shift. Small operational improvements can free up more time for guest interactions and help staff focus on delivering consistent service.

Consider whether staff have:

- Accessible operational resources that reduce time spent tracking down basic supplies
- Functional employee workspaces that support focus and efficiency
- Breakroom amenities that give staff a place to recharge between guest interactions
- Clear processes for requesting supplies or reporting operational issues before they affect service

Taking care of these details could help create a more positive day-to-day environment for staff, which in turn translates into a warmer, more attentive experience for guests.



Support hospitality operations with ODP Business Solutions®

From professional cleaning supplies to technology accessories and breakroom essentials, ODP Business Solutions® offers solutions designed to help hospitality organizations support daily operations across properties and departments. Whether the goal is upgrading a lobby, organizing a back office or better equipping staff, having the right partner in place helps teams focus on what matters most: the guests.

Learn how ODP Business Solutions can help support your hospitality operations

[1] https://www.jdpower.com/business/press-releases/2025-north-america-hotel-guest-satisfaction-index-nagsi-study
[2] https://www.cvent.com/en/blog/hospitality/what-guests-want-from-hotel
[3] https://insights.ehl.edu/employee-engagement-method-hospitality-success
[4] https://insights.ehl.edu/employee-engagement-method-hospitality-success

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