

# Chapter 17

## A Case Study on Customer Experiential Management at High Five Hotels Pvt. Ltd, Nashik

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### **EXECUTIVE SUMMARY**

*Experiential Marketing is an extension of consumer orientation marketing. The organizations can use Experiential Marketing as one of models which has vast potential to serve as a link between improved customer satisfaction and brand loyalty. It can be described as one of the innovative ways of delivering the consumption experiences to the consumers before they buy a product or actually use the service. It works on the simple principle that the memories of experiences get preserved in the minds of prospective customers as well as repeat consumers which induces them to visit again and again for the same product or service. In this case study of High Five Hotel Pvt. Ltd., this innovative marketing strategy, known as experiential marketing, was applied by the management to establish itself in the market as a reputed brand. This case study presents various innovative promotional strategies followed in the hospitality industry. The ultimate outcome and the results after applying this 'experiential techniques' were excellent in terms of financial returns as well as customer satisfaction.*

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## **INTRODUCTION TO THEME**

The pleasure of experience can result in product procurement. Truly, experiential marketing or Customer Experience Management (CEM) is a new age marketing tactic to influence the customer's buying decision. The term "Experiential Marketing" refers to actual customer experiences with the brand/product/service that drive sales and increase brand image and awareness. It's the experience which is attracting the consumer towards a brand and ultimately a source for creation of brand loyalty.

## **ORGANIZATION BACKGROUND**

The owner and promoter of chain group of hotels, Mr. Raj Malhotra had a vision of setting his dream project in Hospitality Industry in the Holy city of Nashik which is situated in Maharashtra state of India. Accordingly, a three star hotel, property named as High Five Hotels Pvt. Ltd, was established in January of 2011 on the Mumbai Agra National Highway. Mr. Malhotra had in mind that the Hotel will get a strategic locational advantage as it is situated on busy National Highway as well as within the proximity of Ambad Industrial area of Nashik city. His major target clients are affluent travelers who will be visiting Lord Sai Baba's Temple at Shirdi and the business clients from Mumbai's Corporate offices who regularly visit the companies in the industrial area. The 54 room luxurious hotel is equipped to provide world class staying and dining experience to the guests.

Mr. Gurucharan Singh, the General Manager (GM) has four efficient, enthusiastic, and energetic subordinates namely Mr. Alex D'souza as Food & Beverage Manager, Mr. Gupta as Front Office Manager, Ms. Kashmiri as House Keeping In Charge, and Chef Vijay Kapoor as Food Production Manager. The organizational culture was healthy and everyone was working with the sole aim of giving best quality service to the customer with complete dedication and strong belief in "Atithi Devo Bhav" (Sanskrit words meaning *Guest is God*). It was of little difficulty for the management to get and retain skilled as well as qualified employees at operational level to work in restaurants and kitchen.

## **CURRENT SITUATION, CHALLENGES, AND GOALS**

Mr. Malhotra had gauged the strong presence of competitors like Express Inn, Hotel Taj- Ginger, Hotel Sai Palace, and White Lily. He was worried over financial returns on investments made and also wanted to create unique identity of his Hotel. He

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