

	Jimasif Chowdhury		Adam Fralich		Mariann Huff		Nicole Lash	
	Muneer	Basil	Katie	Harry	Allison	Austin	Steve	Cia
Video links:	P1	P2	P3	P4	P5	P6	P7	P8
When traveling for business, what features or amenities do you look for or prefer in a hotel?	Proximity to work location (walking distance), reviews, best view	Iron and ironing board, tv for downtime	Proximity to work-related event, airports, shuttles, and ride share services. Also breakfast options.	Plugins for computer and phone; shuttle services to airport and local attractions; if driving, a place to leave car; conference rooms; onsite/close restaurants	Wifi included, location to business center, on-site restaurant	N/A	Breakfast in the morning, coffee in the lobby 24/7, free waters upon check-in, ability to have fresh air	Conference room for meetings, nice bar and restaurants to socialize with colleagues, convenience, concierge floor where you can meet for cocktails, basically a hotel that offers various meeting settings
When traveling for business, what do you look for in the hotel property itself?	Age of hotel, ex: technology in hotel, robot delivers to room, newer building, technology integration	Pool, gym, clean, not run down, not old, safe comfortable	Close proximity or accessibility to other places and restaurants; reliable wifi; working spaces/office share type spaces	Gym or gym closeby; pool; jacuzzi; steam room; massages; safety; good employees; cleanliness; close to everything (restaurants, meetings, airport)	Meal service, business center for printing / laptop access	N/A	Cost, availability and location that is close to the office or company that he's going to be working with	Accessibility for buses and transportation from hotel to airport, a hotel environment that will make the business meetings convenient, restaurant and conference room
When traveling for business, what are your top three must-haves about the hotel?	Distance of client, comfort, distance of food	Fridge, nice shower-feel comfortable, iron/iron board	Wifi (preferably free); easy accessibility to airport and restaurants; flexibility with check-in/-out times	Receptive staff; safety/secure facility; bar	On-site restaurant, wifi services, gym / spa	N/A	Coffee, free breakfast, available on-site restaurant, room selection and king size bed	Cleanliness, friendly staff, area for faxing/office space to work and technology support
When traveling for business, what is your overall goal?	Close to the client, walk to client – no rush	Plenty of rest, not for socializing, get facetime with people you work- building relationship with clients	For everything to go as smoothly as possible; easy check-in/-out; paying up front	Comfortable; get a good rest; and able to conduct business	Safe location, be comfortable (especially when you're out of your routine)	N/A	To have a comfortable stay	To be comfortable, have a lot of things available that she's used to and cleanliness
Thinking back on your previous hotel experiences while traveling for business, can you describe for me a time when you were disappointed?	Stayed old hotel -a/c makes noises – nothing that can be done about it	The rooms aren't clean, cockroach, centipede, shower has weak water pressure, doesn't feel clean – cleanliness	N/A (never)	Looked better in pictures; didn't smell good; facility was old/dated (furniture/bedding) vs the pictures; not close to anything; "bad" gym and pool	Breakfast service took too long, we had to leave before getting our food so that we didn't miss the morning meeting.	N/A	There was no lobby coffee, the iron didn't work in the room, no lotion amenities, little conveniences were missing and the room didn't feel clean	She walked into a room and it wasn't what she was expecting, it wasn't clean and didn't feel taken care of and was a corner room and she asked for something else
Theme 3 Questions								
When traveling for leisure, what features or amenities do you look for or prefer in a hotel?	Price, complimentary services (breakfast, spa, etc.), distance from location	Clean shower, iron/iron board,, a comfortable bed-plenty of room, travels with friends/ family - roomy bed, price is a huge factor, money coming out of own pocket instead of company	Proximity to attractions - don't want to spend a lot of time at the hotel because it's really just for sleep; cleanliness; well established	Restaurant onsite; gym; pool; shopping attached to hotel or close by; shuttle to local places and airport	Close proximity to local attractions, meal service, pool	Clean room, good reviews, free breakfast, safe location, proximity to safe surroundings	Balcony with a view, on site restaurants, ambiance/setting/view, pool	An area for a pool, the hotel is pretty and taken care of, service and drinks, music playing in the lobby, lively hotel, welcoming people, everyone was so nice in her last experience and the people made it special, location is key, she likes to stay where she can walk places
When traveling for leisure, what do you look for in the hotel property itself?	Age of hotel, ex: technology in hotel, robot delivers to room, newer building, technology integration	Pool – fun to hang out with friends, family, clean and comfortable - safe	Breakfast bar; not interested in swimming or bars	Safety; cleanliness; up-to-date/modern; restaurant onsite; bar onsite; pool	Amenities, safe location, easy to get into, on-site parking, shuttle service, food amenities	In a good area, good parking, lighted parking lot	Size of room, balcony, pool, quality of the grounds, service, 24 hour room service, valet for check-in	Appearance of the hotel, aesthetics, trees, view and scenery make her feel at home and comfortable

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When traveling for leisure, what would be your top 3 must haves about the hotel?	Price, distance from location, user ratings	Fridge, iron/iron board, tv	Within walking distance to most attractions; if bringing my car; good safe parking preferable covered; restaurants on site or close by	Cleanliness; security; restaurant onsite	Location, on-site parking, pool	Cleanliness, good location, friendliness of staff	Customer service, room type with king size bed and balcony	Cleanliness, wonderful staff and view
When traveling for leisure, what is your overall goal?	Place to sleep, can compromise in other areas, needs a decent bed	Have much fun, have experience at the location, hotel a lot of less for leisure than business	Finding a comfortable and clean space	To relax and enjoy local activities	Safety, brand with good reviews / ratings, cleanliness of rooms, good staff	Relax, have time to myself, do something out of the normal routine	Relaxation, no stress and easily be able to wind down	To have a great time, sleep in and stay out late, go out for the evening and come back to have options to do things fun at night at the bar, pool, fire pit etc.
Thinking back on your previous hotel experiences while traveling for leisure, can you describe for me a time when you were disappointed?	Plumbing issues, roaches, maintenance not kept up to date	Small bathroom- not room, cramp, give more soap- shampoo dispenser, doesn't feel comfortable using small products	On a group trip, the friend that made the reservations couldn't go due to contracting COVID this made the checking-in process complicated	Similar business encounter; pictures didn't match reality; location and proximity to things wasn't accurate; bad smells	Cost of restaurants and other attractions within the hotel itself were insanely expensive. Nothing seemed affordable	Walked into a room with a musty smell, damp room. Couldn't get it to smell better even with air freshners	The main restaurant was closed during their stay and they had to go elsewhere for food. Used google to find another restaurant, felt like a hassle	She doesn't like bathrooms with bad lighting or hair dryers that are not up to date so she brings her own but usually Marriott has everything up to date so she doesn't need to bring her own supplies, one negative experience was when the bathroom lighting wasn't great and there wasn't enough counter space