RAAD GHANTOUS & ASSOCIATES

LA28 READY ARRIVAL SEQUENCE

DESIGNING AN ARRIVAL EXPERIENCE THAT MAKES A LASTING IMPRESSION

The arrival experience sets the tone for everything that follows. Make every moment effortless, welcoming and unforgettable.

A WELL-DESIGNED ARRIVAL CREATES CONNECTION, BUILDS LOYALTY AND DRIVES VALUE — **TODAY, TOMORROW AND BEYOND LA28.**

1 APPROACH

THE FIRST VIEW

The journey begins the moment guests see your property.

QUESTIONS TO CONSIDER

- ☐ Does your exterior create a strong first impression?
- ☐ Is landscraping, lighting and signage inviting and well maintained?
- ☐ Can guests easily identify your property from the street?

2 ARRIVAL & DROP-OFF

EASY, EFFICIENT, WELCOMING

A smooth transition from the street to your front door.

- ☐ Is the entry and drop-off area safe, spacious and well-lit?
- ☐ Is arrival intuitive for first-time and international guests?
- ☐ Is valet or self-parking convenient and well managed?

3 GREETING

A WARM WELCOME

Personal acknowledgment makes guests feel valued.

- ☐ Are staff positioned to greet guests promptly and warmly?
- ☐ Is there a sense of hospitality and genuine care?
- ☐ Are first interactions aligned with your brand experience?

4 TRANSITION

SEAMLESS HANDOFF

Effortless movement from vehicle to lobby.

- ☐ Is there a smooth flow for luggage and guests?
- ☐ Are pathways clear, protected and comfortable?
- ☐ Is the transition free of confusion or delays?

5 ENTRY

STEP INTO THE EXPERIENCE

The entry sets the tone for what's to come.

- ☐ Is the entryway clean, inviting and well designed?
- ☐ Does the lobby reflect your brand and sense of place?
- ☐ Does the space feel open, calm and welcoming?

6 ORIENTATION

INSTANT COMFORT

Help guests feel comfortable and oriented.

- ☐ Can guests easily understand where to go and what to do?
- ☐ Is signage clear, intuitive and in multiple languages if needed?
- ☐ Are staff available to assist with directions and information?

7 CHECK-IN EXPERIENCE

EFFORTLESS & EFFICIENT

Make check-in smooth, personal and memorable.

- ☐ Is the check-in process efficient and well managed?
- ☐ Are there multiple options (front desk, mobile, kiosk)?
- ☐ Is the experience personalized and welcoming?

8 ELEVATE & CONNECT

THE JOURNEY CONTINUES

Guide guests seamlessly to their next moment.

- ☐ Are elevators and corridors clean, well lit and inviting?
- ☐ Are rooms or destinations easy to find?
- ☐ Does every detail reinforce your commitment to excellence?

FIRST IMPRESSIONS LAST. EXCELLENCE IS REMEMBERED.

Prepare your property to welcome the world. Create an arrival experience that inspires, delights and drives return.

ARRIVAL EXPERIENCE. LASTING IMPACT.

DELIGHT GUESTS | BUILD LOYALTY | DRIVE REVENUE | BEYOND LA28

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