

The Resident - supporting guests' appetite for a new "Groceries" service

The Resident has mini-kitchens in all its hotel bedrooms.

In a survey of The Resident's membership, more than a third indicated that pre-ordered groceries placed in the mini-kitchen upon arrival would benefit their stay.

The Resident re-opened its Covent Garden and Soho hotels on July 31st and it's Liverpool hotel on 27th August implementing exceptional standards for hygiene and safety, whilst retaining the heartfelt hospitality it's renowned for. The British hotel brand is now launching a personalised in-room "groceries" service for all its guests.

As part of keeping in touch during the lockdown, The Resident surveyed its members to gain insight of what guests would find useful, beyond important hygiene and safety measures, for when the hotels re-open. More than one third (36 per cent) of respondents indicated that it would be important to be able to pre-order groceries for the mini-kitchen, a similar number to those who would value socially distanced room service. Having the mini-kitchen in all rooms supports longer stays and helps guests plan their staycation or work-stay knowing that both essentials and their favourite items can be close to hand.

Guests can request groceries of their choice prior to arriving or during their stay at the hotel, with The Resident's team available to help guests by making recommendations, then ensuring everything is safely placed in the mini-kitchen ready for the guest's arrival.

David Orr, CEO of The Resident Hotels said: *"The safety and satisfaction of both our guests and our team members are our top priority at The Resident. We have exceptional guest satisfaction which reflects our culture of delivering heartfelt hospitality which we have adapted for our new environment. We recognise that "convenience" will become more important to guests, with our new in-room groceries service they can have essentials or little luxuries to hand, safe in the knowledge that our high standards of hygiene and safety have been followed. Our mini-kitchens are a unique facility for guests which can perhaps support mixology skills, store secret chocolate or chill healthy salads and juices. We want guests to know that we can deliver hospitality with innovation as they come back to stay in our newly refurbished hotels. At The Resident, heartfelt hospitality is partly us helping guests with "locally sourced" groceries!"*



For guests looking for inspiration on what to order, The Resident team can recommend croissants and fresh fruit for breakfast, scones and sandwiches for afternoon tea, wine and cheese for the evening, or champagne and truffles for an extra special treat. The hotels also have a Drinks & Snacks menu which includes a selection of exquisite wine from Berry Bros and Rudd, amazing Mac and Wild cocktails, craft beers and lagers, cider and non-alcoholic drinks and snacks which are available with a 25% discount for our Members. Join as a Member in one simple step on residenthotels.com

With five hotels in its portfolio, the remaining properties, The Resident Kensington and The Resident Victoria are due to re-open on Thursday 22nd October.

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About Resident Hotels Ltd:

Resident Hotels Ltd is a privately owned hotel company, that re-branded as The Resident in February 2020 with the support of its owners and majority shareholders, Mactaggart Family Partners, led by Sir John Mactaggart.

The Resident is a personable brand of five distinctive city centre hotels (four in London and one in Liverpool) providing excellent rooms, in exceptional locations with heartfelt hospitality. All five hotels receive exceptional guest appreciation, with The Resident Covent Garden ranking #2 out of 1,100 London hotels on TripAdvisor (September 2020).

The Resident has recently refurbished its lounges and refreshed all rooms with hand-picked and often handmade British and European furniture. Each room has a concealed mini-kitchen and an in-room grocery service is available for guests.

Headquartered in London, Resident Hotels is headed by CEO David Orr, who joined the company in March 2018. The Resident currently offers 379 rooms and plans to expand with an additional 1200/1500 rooms in the UK in the next seven years. If you have a development opportunity, please contact Investment & Development Manager, Susanne van Nieuwenburg - susanne@mactaggartfp.com.

For more information, please visit our website at residenthotels.com. In addition, you can connect with us on Facebook, LinkedIn, Twitter and Instagram.