

Service remains world class



Despite Covid-19-related challenges, Dubai's reputation for customer service remains true to form. Among those who have stayed at a Dubai-based property during the pandemic, nearly nine in

ten (87%) were satisfied with their experience and 85% would return. While some expressed concern about limited facilities, most approved of safety measures, such as reduced capacity in restaurants.

Seventy-five percent of operators stated that Covid-19 has had a significant impact on how visitors spend their time in Dubai.

Were you satisfied with the experience of staying in a hotel during Covid-19 in Dubai?



Source: KPMG Dubai hospitality survey 2021 – consumers

When welcoming guests, could you please indicate what kind of impact Covid-19 has had on the way hotel guests spend their vacations?



Source: KPMG Dubai hospitality survey 2021 – operators

