

Hospitality Audit Services

GUEST JOURNEY

We currently audit a diverse portfolio of hotels from country houses to large branded hotels including InterContinental, Hilton, and Marriott properties throughout the UK, Europe and North America. We work with asset management companies and owner operators.

Customer Experience;

- What do your customers think about your business?
- Our audits will review your properties from a guests perspective
- We will review your business from booking a room or event, through the stay, to check out and payment

Brand Standards;

- Building and developing your own Brand Standards should be number one on your list of priorities to ensure a high standard of great service.
- It is the basis and reference point for staff at all levels to work from.
- It is also what makes the difference between developing a level of loyalty from your customers and staff and falling below expectations

Integrity Tests;

- Theft occurs in 80% of hospitality businesses, a staggering 72% of theft occurs in the F&B operations of hotels, restaurants and bars.
- We can beat this trend. We work covertly as a customer in your business. The thief in your business may only be operating on a low level, but multiplied over the course of a week, month or year this can have a huge impact on the financial stability of your business.
- We will capture the evidence to enable you to take back control.

All our auditors are industry professionals with many years' experience in senior position in industry

This is a very cost effective way of auditing your hotels, and gives an independent view which may provide new perspectives upon the risks your businesses face and policy compliance at your hotels.

Hospitality Audit Services Ltd

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