



Hospitality Recruitment Solutions

Mystery Guest Audit's

The old adage that an unhappy guest tells 10 people and they tell 10 people etc. These days an unhappy guest gets online and posts their disappointment about an experience to millions through travel/dining review sites and social networking.

Ask yourself these questions:

- Do your staff consistently reach the service standard you set to achieve?
- Do your staff think like owners and have the hunger for revenue opportunities?
- Are your guests not returning to your business due a negative experience?
- Do you confidently know that the above is happening in your business?

Hospitality Recruitment Solutions offers a tailored approach towards a mystery guest audit. These audits are critical for any service orientated business to ensure consistency of the service experience and that those revenue opportunities are not being missed at the front line.

We have the experience and expertise in all areas of hospitality operations including:

- Cafes
- Restaurants
- Hotels/Resorts
- Cellar Doors
- Tourism Experiences

We can provide tailored audits to target specific areas and complete a detailed overview of our findings with recommendations for our client's implementation. We are able to provide our clients with a valuable insight into their operations through the anonymity of our mystery guest audit to allow for development of people, operations and profitability.

Our services are conducted by hospitality industry professionals that are familiar with service standards and expectations within the industry.

Our standard fee for a mystery guest audit is \$250 plus GST as well as reimbursement of guest costs within an agreed scope.

Please contact us for further information on how we can assist in achieving greater business success.