



Mystery Visits



Excel your guest experience

Our Mystery Visits provide an unbiased view of your service through real guest interactions.

Get actionable insights to strengthen your team's performance and ensure every guest leaves with a memorable experience.

Get in touch today to discuss how Mystery Visits can elevate your service quality to the highest level.



Mystery Visits by Hospitality Mastery®

'Let's shift gears together'

The standards used in your organisation are the foundation for measuring consistency. Evaluating this consistency is a service we provide.

Typically, we conduct a visit to your business at an unannounced moment to create a realistic picture. Visiting all the 'services' you offer gives a good impression of the overall atmosphere.

However, it's also a snapshot, and we prefer to examine it from multiple perspectives rather than just the traditional methods, which allows us to create a robust potential training plan with and for you.

HOSPITALITY MASTERY



Our approach

After our visit, we compile a comprehensive report that includes:



Checks based on your own standards

Assessing how well your team meets the established benchmarks.



Analysis of the top feedback points from online guest reviews

Understanding what guests are saying to identify strengths and areas for improvement.



Identification of the top 5 feedback points from your employees based on the Employee Satisfaction Survey

Gathering insights from your staff to inform potential changes.

HOSPITALITY MASTERY



Additional support

Do you currently lack one or more elements mentioned above in your business? We can provide suggestions for possible systems or methods to implement.

Recently, we have assisted several companies in developing their standards through a masterclass followed by a two-day workshop where leaders actively engage in the process of collating their own standards.

Buy-in from all levels is crucial for successful implementation. Together, we determine the best way to grow your team and customer base by standardising certain critical processes.

With our Mystery Visits, Hospitality Mastery® helps ensure that your business delivers consistent and high-quality experiences that enhance both employee and guest satisfaction

HOSPITALITY MASTERY





hospitalitymastery.com



Let's shift gears to the highest level!

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