

I've tried other standards but Hospitality Assured fits the hospitality sector perfectly.

It sets the standards that we follow, it keeps us on our toes, it benchmarks us and it's a stamp of approval from an organisation that knows hospitality.

It's bespoke.



Mark Field Operations Director Victory Services Club



Find out more and request a free initial consultation

www.hospitalityassured.com



in hospitalityassured

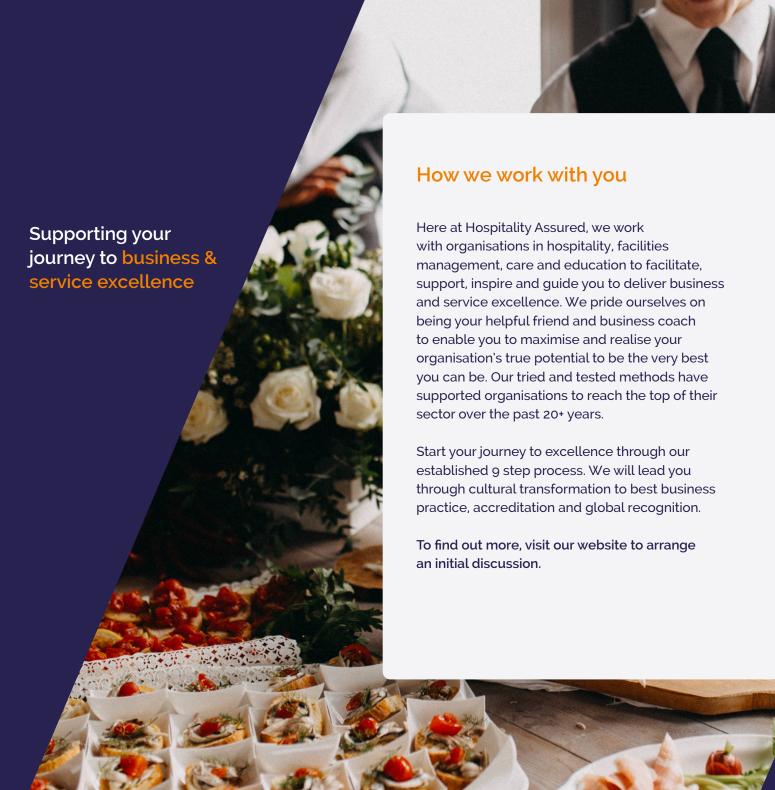
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## **Be Outstanding**

Our invitation to solve your business & service delivery challenges



## The benefits

Our process enables and inspires you to look at your organisation's operation through the eyes of the customer at every level, identify what is great about your service and what can be improved. On your journey to excellence Hospitality Assured will:

- · Harmonise teams across your business
- Empower front line individuals and aid staff retention
- · Help you protect your online reputation
- Embed quality consistency
- Use accurate monitoring and national industry benchmarking to measure performance
- Provide an external perspective with a clear pathway to improve and excel