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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.

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Mark Field
Operations Director
Victory Services Club



Find out more
and request a free
initial consultation

www.hospitalityassured.com

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Be Outstanding

Our invitation to solve your business
& service delivery challenges



Supporting your
journey to **business &
service excellence**

How we work with you

Here at Hospitality Assured, we work with organisations in hospitality, facilities management, care and education to facilitate, support, inspire and guide you to deliver business and service excellence. We pride ourselves on being your helpful friend and business coach to enable you to maximise and realise your organisation's true potential to be the very best you can be. Our tried and tested methods have supported organisations to reach the top of their sector over the past 20+ years.

Start your journey to excellence through our established 9 step process. We will lead you through cultural transformation to best business practice, accreditation and global recognition.

To find out more, visit our website to arrange an initial discussion.

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