

Grand Hotel, Mystery Guest Executive Summary

Hotel: Grand Hotel Month: March Wave: Three Recording: GH 160406 1538

Detail of brief: Full overnight guest experience as a private weekend booking & establish progress from wave 1 & 2.

Contact in Reservations: Jenny made the reservation, checked in and out by Michael.

Overall comments, recommendations and assessors personnel experiences:

It is satisfying to see a lot of changes and recommendations being implemented around the property. Having deliberately left a long gap between the previous and this visit, this was the least positive experience of the three visits so far, staff motivation seemed to be fairly low.

Details of any "Distinguished Service Winners"

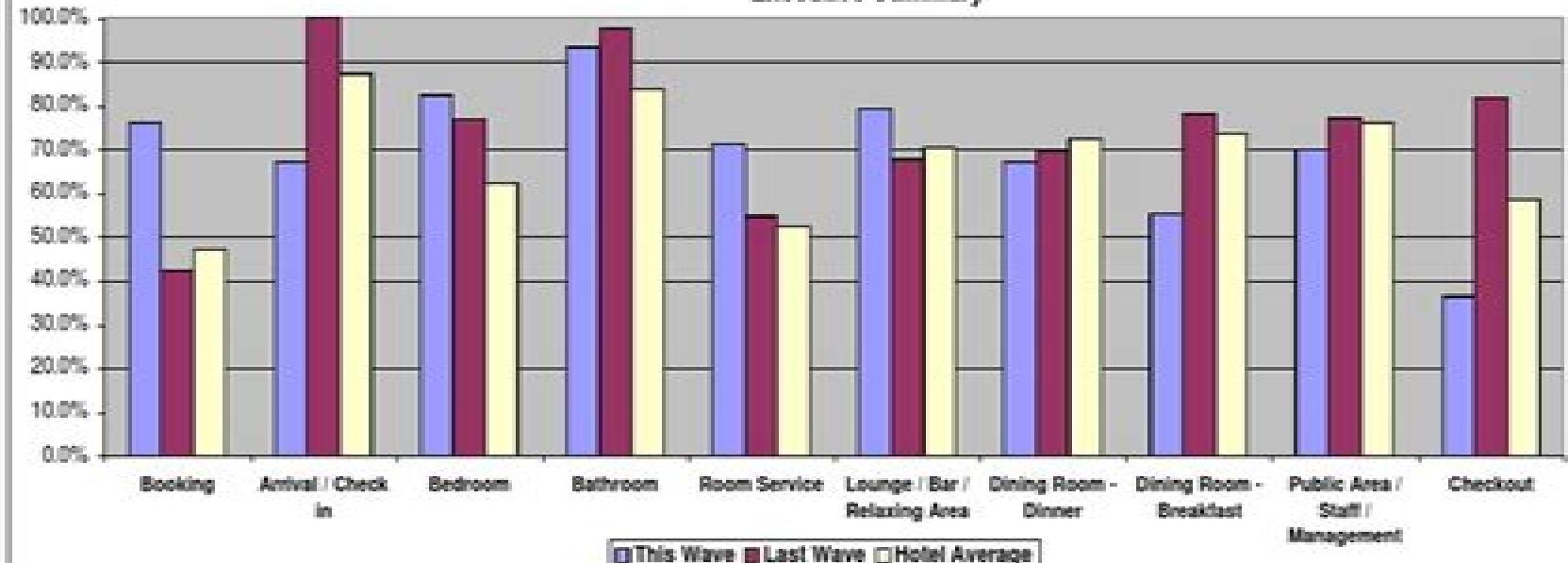
The large shower, bright and spacious bathroom made getting out of bed on a Sunday morning much more tolerable.

Category	This Wave	Last Wave	Hotel Average	Group Average
Booking	76.1%	42.2%	47.1%	N/A
Arrival / Check in	67.2%	100.0%	87.2%	N/A
Bedroom	82.3%	76.5%	62.3%	N/A
Bathroom	93.3%	97.5%	83.8%	N/A
Room Service	71.1%	54.7%	52.4%	N/A

Category	This Wave	Last Wave	Hotel Average	Group Average
Lounge / Bar / Relaxing Area	79.4%	57.6%	70.4%	N/A
Dining Room - Dinner	66.9%	69.7%	72.4%	N/A
Dining Room - Breakfast	55.2%	70.0%	73.8%	N/A
Public Area / Staff / Management	70.0%	71.0%	76.0%	N/A
Checkout	36.4%	91.0%	58.4%	N/A

(Green = Score beaten this wave; Red = Score lower this wave)

Executive Summary



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Decisions and Orders of the National Labor Relations Board United States. National Labor Relations Board,2012

Managing Hospitality Organizations Robert C. Ford,Michael C. Sturman,2023-11-21 Managing Hospitality

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Beverage Management in the Luxury Hotel Industry Sylvain Boussard,2021-02-16 This book is an introduction to the management of food and beverage operations within a luxury hotel environment It provides detailed coverage of operational areas within the food and beverage department based on multiple real industry examples allowing the reader to grasp the intricacies of the day to day running of outlets Food and Beverage Management in the Luxury Hotel Industry is a reference for any hospitality management student wishing to gain sufficient knowledge in the subject to conduct a quantitative and qualitative analysis of the department through revenue and cost management and quality audits It also looks at the various trends shaping the industry today particularly focusing on sustainability issues and ethical concerns

International

Encyclopedia of Hospitality Management 2nd edition Abraham Pizam,2012-06-25 The International Encyclopedia of Hospitality Management is the definitive reference work for any individual studying or working in the hospitality industry There are 185 Hospitality Management degrees in the UK alone This new edition updates and significantly revises twenty five per cent of the entries and has an additional twenty new entries New online material makes it the most up to date and accessible hospitality management encyclopedia on the market It covers all of the relevant issues in the field of hospitality management from a sectoral level lodging restaurants food service time share clubs and events as well as a functional one accounting and finance marketing strategic management human resources information technology and facilities management Its unique user friendly structure enables readers to find exactly the information they require at a glance whether they require broad detail that takes a more cross sectional view across each subject field or more focused information that looks closely at specific topics and issues within the hospitality industry today

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