

## Diamondfever—Description

Fine-tune your hotel's quality playfully!

### **Austria's leading Hotel Quality Improvement and -Assurance Workshop!**

#### **Aim of the workshop:**

Every hotel—even the best of the best—has some quality flaws (such as diamonds do!). The workshop game is based on the hotels own four measurable quality facets (“quality pillars”)—these will be brought to brilliance as a result of the workshop. The didactics of the workshop lead to a significant self initiated activity (“bottom up instead of top down”) amongst attendees with a superb level of team motivation (“together we shall succeed...”).

#### **The 4 quality facets that determine the workshop:**

The 4“quality pillars” of your hotel will be defined with the management measurably prior to the workshop. Thus focussing the entire workshop and its outcome solely on hotel related matters!

For your orientation a choice of “quality pillars” that were chosen by previous hotels: e.g.: guest services; employees attitude; service standards; internal communication; hygiene & cleanliness; innovation; repairs & maintenance; add on sales, employees motivation, loyalty...

#### **Who should participate?**

Each member of the team—from the owner-to the manager-to the apprentice participates. The workshop can be played for the entire hotel as well as per department (e.g.: housekeeping, front office, kitchen, therapy, accounting...). A minimum of 12 attendees per workshop is needed.

#### **How does it work?**

Playfully we'll bring brilliance to your hotel's own quality... The workshop is a game-the winning team with the most diamonds be rewarded.

Four teams—each with three members—play against each other.  
Andreas Vögl CMC personally conducts the workshop.

Four steps—the four quality facets of your hotel—determine the hotel specific play. Each facet will be supported with improvements and new ideas in order to achieve “brilliance” for it. Each step will be discussed in depth and leads to a detailed plan of activity.

#### **Benefits:**

Participants develop strong ability and high level of motivation to self organise the numerously identified quality opportunities. Practicability and implementation initiates a measurable result for your hotel. Hands-on, detailed activity plans. 3P Know How transfer assurance tool supports sustainability, measurably.

#### **References:**

Upon request I will quite gladly let you have successful Diamanondfever enterprises (City Hotels, Wellness Hotels, Thermal Spas...) For your personal presentation-any time, any where:

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*“Quality is not expensive—it's priceless” (Mahatma Gandhi)*