Hotel & Tourismusmanagement Consulting
andreas vögl

Albanien, Belgien, Bulgarien, Deutschland, Kroatien, Mazedonien, Moldawien, Österreich, Rumänien, Russland, Serbien, Slowakei, Ungarn, England, Kirgisistan, Iran, Saudi Arabien, Ägypten, Südafrika, USA

# Diamondfever*

## in your Hotel...

*) *The diamond stands as a metaphor for brilliant quality in your hotel...*

Krems
Research
Innovation
Approval

My credo:"It all happens at the sharp end of the business- the moment of truth!"

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# Austria's leading
# Hotel Quality improvement and -assurance Workshop



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Dig, search, discover, solve and ... win!

Playfully it brings brilliance to your hotel's own quality...

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## General:

### Aim of the game:

The hotel diamond is cut with 4 facets the quality pillars of the hotel. These will be brought to brilliance—measurable and sustainable.

### 5 steps to your hotel brilliance:

1st Step: **Discover** the 4 quality pillars
2nd Step: *Organise* a proof
3rd Step: **Discuss** the findings
4th Step: **Actions** set
5th Step: **Reward**! (Prices)

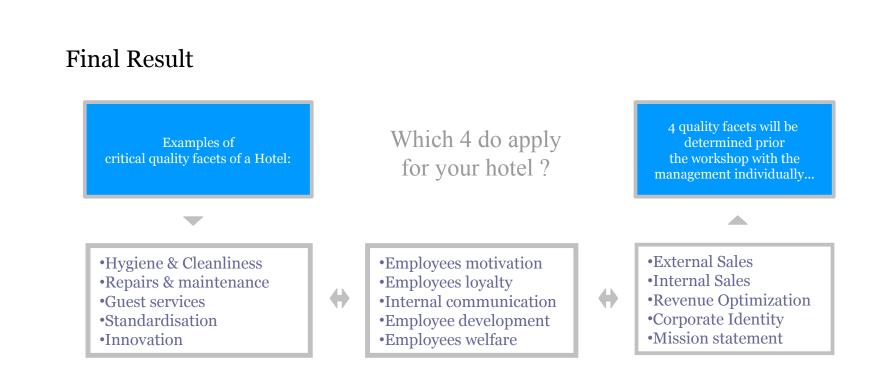During each game teams will be winning diamonds. Those who collect most will be the winning team.

### Benefit of the game:

12+1 Participants develop **strong ability and motivation to self organise** the numerously identified quality opportunities. **Practicability and implementation** initiates a **measurable** result for your hote

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# Final Result

| Examples of critical quality facets of a Hotel: | Which 4 do apply for your hotel ? | 4 quality facets will be determined prior the workshop with the management individually... |
|---|---|---|

| | | |
|---|---|---|
| •Hygiene & Cleanliness<br>•Repairs & maintenance<br>•Guest services<br>•Standardisation<br>•Innovation | •Employees motivation<br>•Employees loyalty<br>•Internal communication<br>•Employee development<br>•Employees welfare | •External Sales<br>•Internal Sales<br>•Revenue Optimization<br>•Corporate Identity<br>•Mission statement |

**4 hotel specific quality facets** will be brought playfully to brilliance—**initiating intensive activity**—with measurable relevance of implementation.

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