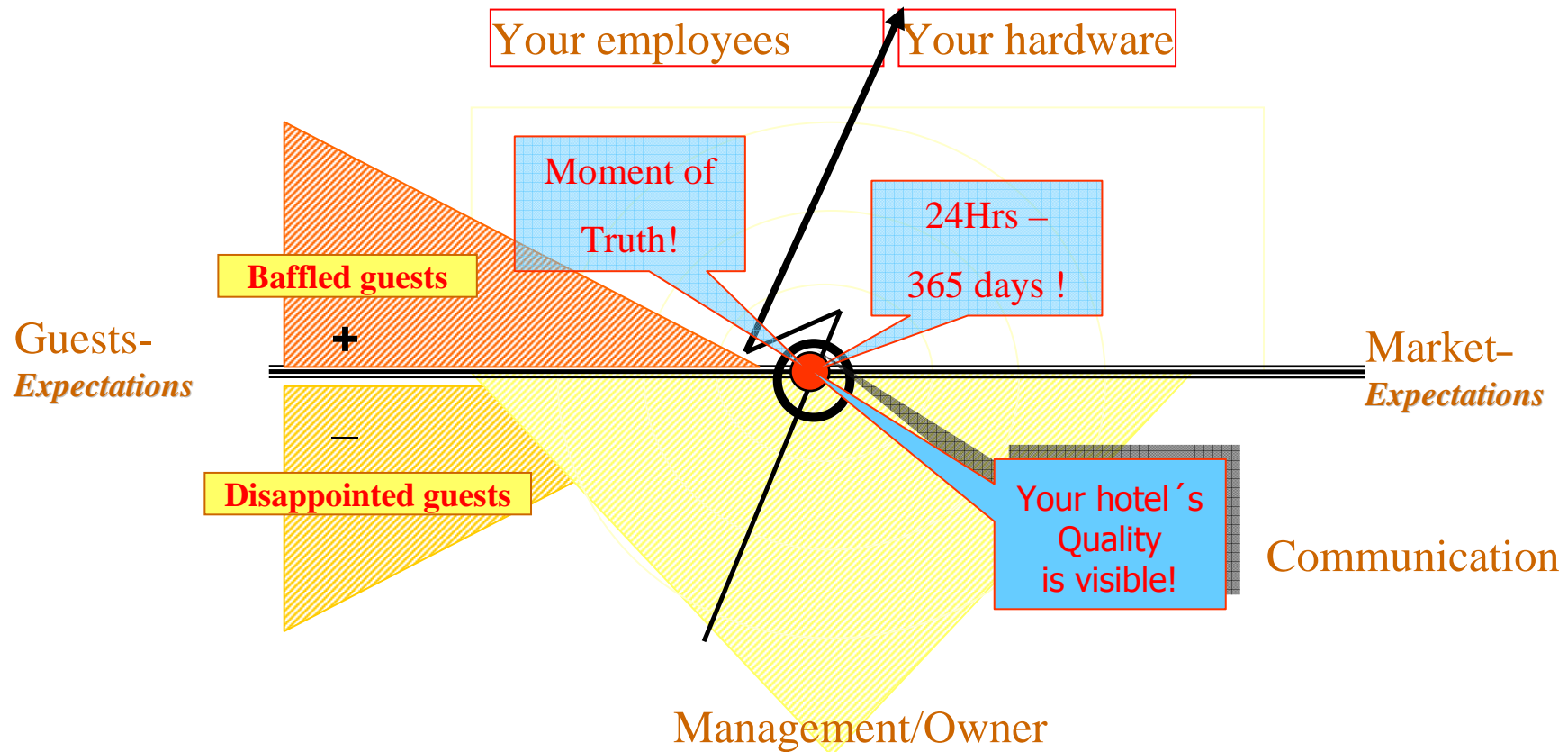


Quality !

„Quality is not expensive – it’s priceless...” *(Mahatma Gandhi)*

The Quality Moment of Truth!



Quality !

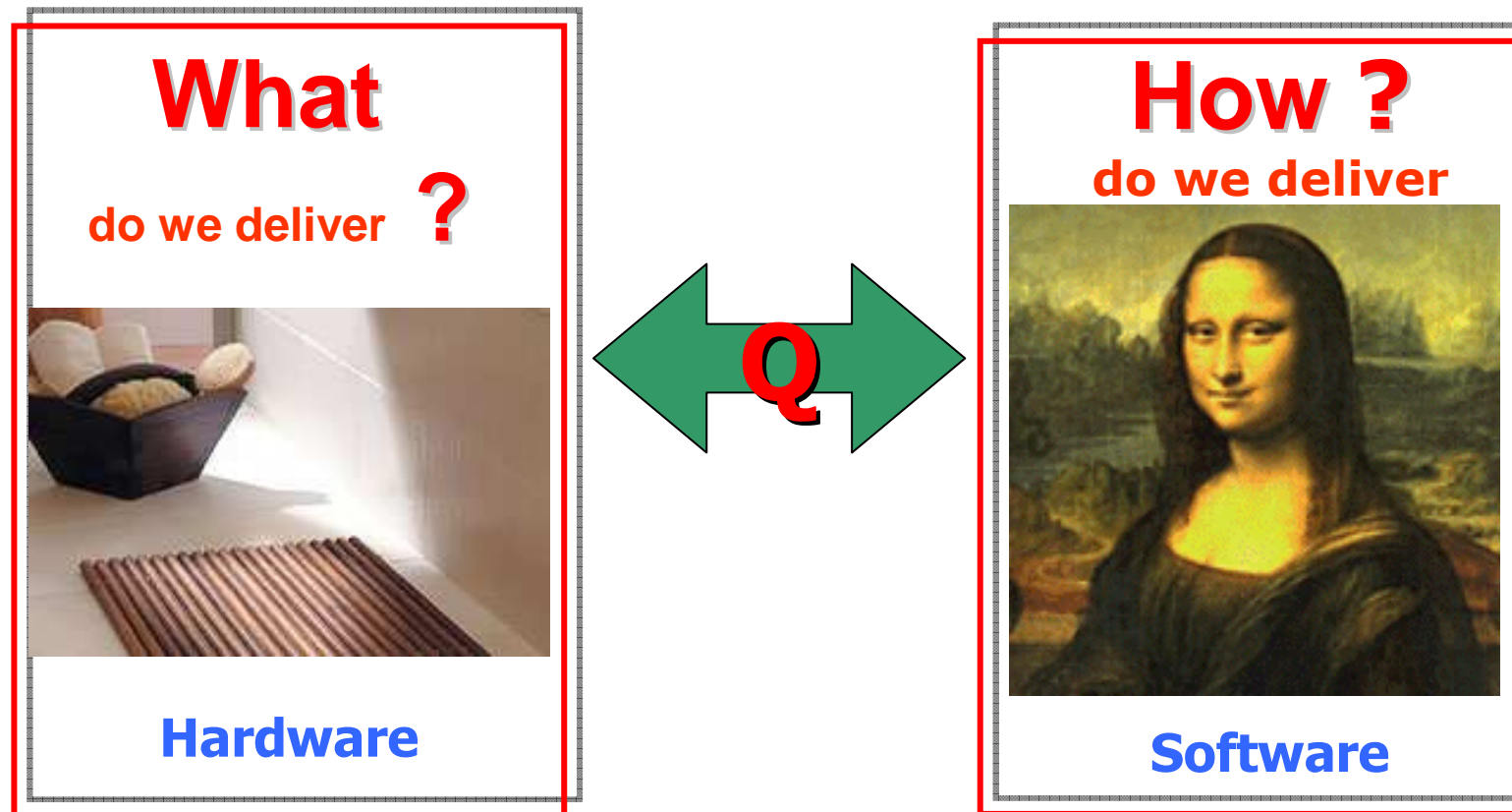


Your Hotel ?

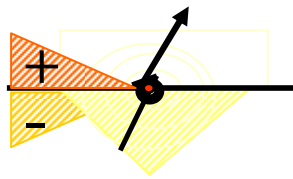


Pergamon Museum Berlin: Löwe von der Prozessionsstraße von Babylon, 6. Jh. v. Chr.

The Quality hotel - product



Visible Quality Mgmt !





What is Quality?

eg:

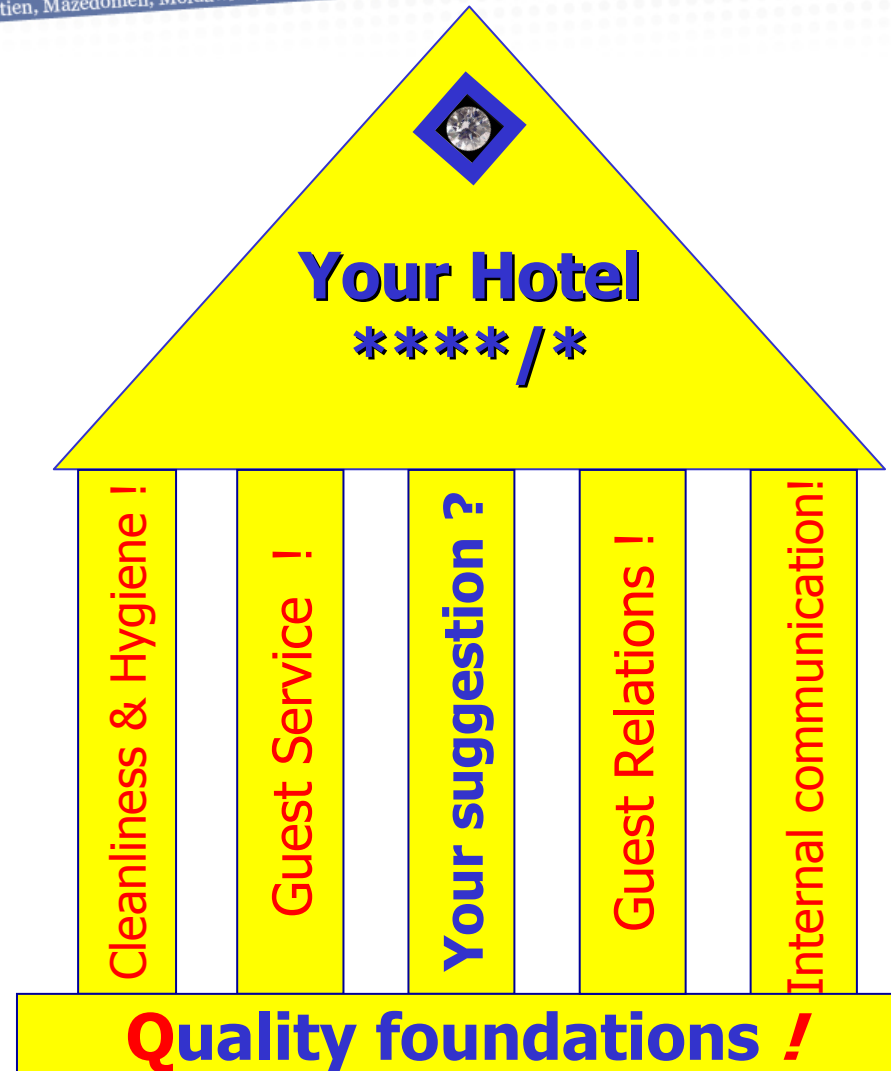
Quality is ***defined by the markets/guests*** only!

Quality is ***a journey*** that never ends!

Quality is ***everybody's responsibility!***

Quality is ***not an act – it's a behaviour!***

Quality is a ***race without a finishing line!***



How to assure **Quality** practicably!

- Be – self- critical !
- Standardize !
- Benchmarking!
- Mystery Guest Analysis!
- Talk to your guests and employees - See it from their point of view!
- KAIZEN-never give up!
- In constant search for excellence... What else could you do?

Welcome
Bem-vindos
Willkommen
ようこそ
أهلاً وسهلاً

THE MONOCLE CHECK-IN CHECK LIST

Why we're all in the hospitality business – and what we should deliver

READY FOR A RETHINK

- 01 A warm, genuine welcome
- 02 A sincere smile and piercing eye contact
- 03 Refreshments – warm or chilled
- 04 Speed married with thoroughness
- 05 Impeccable manners and diction
- 06 Genuine interest and curiosity
- 07 Immaculate presentation
- 08 Prompt follow-up and execution
- 09 A twinkle in your tone
- 10 An unswerving sense of dignity

How does your hotel perform?

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