

improve it!

Hotel- & Gastronomieberatung

Quality is measurable! Your guest will duly benefit!

Our company will assist in enhancing the existing potential, in discovering possible discrepancies and to optimise the process.

Our Quality Management strategy is to avoid any under minding of the business in the shortest possible time avoiding unnecessary critical comments from your guests a potential loss in revenue.

Be better than you competitors and surpass the expectations of your guests.

improve it! is a brand of [Burckschat Hotel- & F&B Consulting](#).

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- Unique flexible evaluation system with up to 2,500 individual questions
- Incorporation of your quality guidelines and standards into our evaluation system.
- Accurate record of the subjective and objective impressions of your guests because our Hotel Inspection Team consists of hotel experts and impartial guests.
- Detailed information as to how your guests experience your operations regarding the standard of service on offer as well as providing advice on atmosphere, cleanliness and general quality.

improve it! Service package Quality Check

- mystery guest visit
- detailed report on the actual status
- Presentation with tables and graphs of the evaluation points friendliness, cleanliness, sales promotion, quality, and „feel-good“ factor per section.
- recommendation of suggested improvements
- photo documentation - whenever possible

Move to improve - and your guests will thank you!