



SAFETY



SERVICE



SUSTAINABILITY



PARTNERSHIP



FURTHER EXCELLENCE



RISK MANAGEMENT



GUEST SATISFACTION



BRAND PROTECTION



SECURITY

**SAFETY, SERVICE, SUSTAINABILITY AND SECURITY
SOLUTIONS FOR THE TRAVEL AND HOSPITALITY INDUSTRY
DELIVER UNFORGETTABLE EXPERIENCES
FOR EVERY GUEST, EVERY TIME**



SERVICE

Exceptional satisfaction is the reason many travellers return to the same properties year-on-year. We can assist in motivating employees to exemplify your brand values in every interaction, direct or indirect, with guests. We help monitor and benchmark your service performance to the highest standards.

PERFORMANCE ASSESSMENTS

We provide the independent technical expertise and advice to:

- Accurately benchmark performance against legal requirements, industry best practice and emerging trends
- Demonstrate complete transparency to all stakeholders

- Ensure concerned establishments meet or exceed expectations
- Receive onsite feedback via our online reporting system
- Target remedial action and improve efficiency and productivity

SGS TRAVEL & HOSPITALITY: COMPREHENSIVE SOLUTIONS FOR SERVICE

INTEGRATED SOLUTION CONCEPT



SERVICE

SGS SERVICE APPROVED CERTIFICATIONS



PERFORMANCE ASSESSMENT

- Mystery Guest/Evaluation
- Brand Compliance Audit
- Private Charter Assessment
- Customer Experience Management
- Standard Development
- Customer Satisfaction Management (ISO 10002)

CERTIFICATION

- Quality Management (ISO 9001)
- Business Continuity (ISO 22301)

SGS ACADEMY

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TRANSFORMING PEOPLE
AND BUSINESSES

- Soft Skills
- Service Quality
- Management Systems Standards

**TO LEARN MORE ABOUT
SGS HOSPITALITY SERVICES VISIT
WWW.SGS.COM OR CONTACT
HOSPITALITY.GLOBAL@SGS.COM
FOR MORE INFORMATION**

WHY CHOOSE SGS AS A PARTNER?

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 85,000 employees, SGS operates a network of over 1,800 offices and laboratories around the world.

Enhancing processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transforming your services and value chain by increasing performance, managing risks, better meeting stakeholder requirements and managing sustainability.

With a global presence, we have a long history of successfully executing large-scale, complex international projects. Our people speak the language, understand the culture of the local market and operate globally in a consistent, reliable and effective manner. We have a harmonised approach to delivering services to our customers, leveraging the largest independent network of experts in the world.

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WHEN YOU NEED TO BE SURE

