

Mystery Check Hotel & Restaurant — We Open Our Eyes

A **Mystery Check** (also called a *Mystery Guest Check* or *Mystery Guesting*) evaluates a hotel's or restaurant's standards, quality, competence and service from the guest's or expert's perspective using defined criteria. Because the check is carried out by a covert, anonymous tester, service quality and facility standards can be assessed under real conditions without results being distorted by the inspection itself. A professionally conducted Mystery Check can identify internal weaknesses and opportunities in hotels and restaurants. After expert analysis based on standardized or custom criteria and evaluation of the findings, targeted improvement measures can be derived to **systematically strengthen service quality and operational organisation** in your business.

High guest satisfaction — essential for hotels and restaurants Mystery Checks are a key tool for securing the success of your hospitality business. The perceived quality of facilities and services influences **guest satisfaction, loyalty and word-of-mouth**, and—through review platforms—ultimately the commercial success of your hotel or restaurant. Sustained high standards in facilities and service are therefore an important marketing factor and should be regularly reviewed.

Professional testing — our Mystery Check services The expert office of Giancarlo Bethke has conducted Mystery Checks for tourism service providers for many years, focusing on primary service businesses such as hotels and restaurants. Our core competence in Mystery Guest Checks lies in **process analysis and quality testing of service chains**; an objective external view often uncovers new potential and closes strategic gaps. The often overlooked area of operational safety and associated hazards is also part of our hotel Mystery Check.

Criteria are adapted to the individual level of the business under review. Options range from a **short quality audit** based on jointly agreed criteria to a **comprehensive study** according to specified parameters.

Typical checks include:

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Reservation process, check-in, escort to room, check-out

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Condition, furnishings and safety of rooms, bathrooms, wellness and leisure areas

- Quality and efficiency of services such as laundry, room service, shoe shine and ironing
- Service at reception, breakfast, bar and restaurant
- General service qualities: guest contact, response times, complaint handling
- Upscale services: room service, personalised services, turndown service, childcare, and more

We are happy to provide further information about our service range and the qualifications of our trained hotel testers.

Mystery Guest Check — an essential quality assurance tool Good service is no accident. Ongoing consulting and support form a pillar of quality assurance, while single Mystery Checks are often only snapshots. Multiple checks at defined intervals deliver **representative monitoring and scoring** and provide reliable data for personnel management. Regular covert inspections by specialised experts are also a minimum criterion for DEHOGA's 4-star hotel classification.