

Grand Hotel, Mystery Guest Executive Summary

Hotel: Grand Hotel Month: March Wave: Three Recording: GH 160406 1538

Detail of brief: Full overnight quest experience as a private weekend booking & establish progress from wave 1 & 2.

Contact in Reservations: Jenny made the reservation, checked in and out by Michael.

Overall comments, recommendations and assessors personnel experiences:

It is satisfying to see a lot of changes and recommendations being implemented around the property. Having deliberately left a long gap between the previous and this visit, this was the least positive experience of the three visits so far, staff motivation seemed to be fairly low.

Details of any "Unrecognised Service Winners"

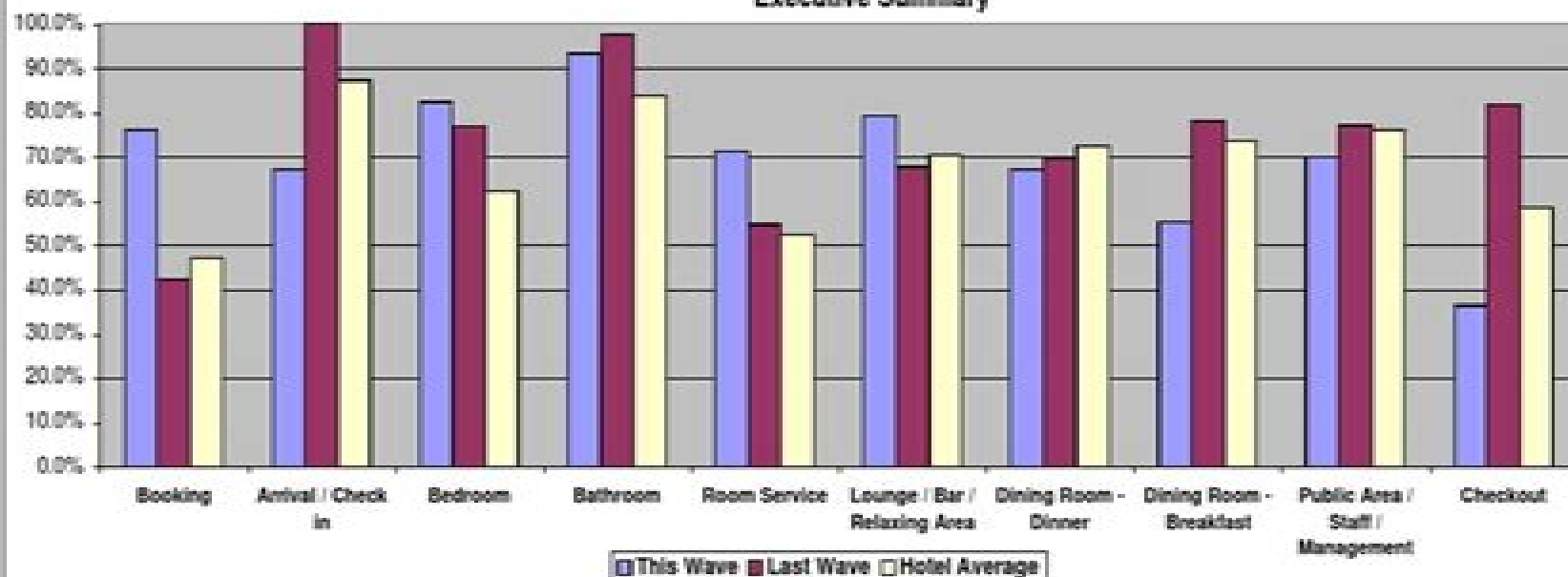
The large shower, bright and spacious bathroom made getting out of bed at 8am on a Sunday morning much more tolerable.

Category	This Wave	Last Wave	Hotel Average	Group Average
Booking	75.1%	42.2%	47.1%	N/A
Arrival / Check In	67.2%	100.0%	67.2%	N/A
Bedroom	82.3%	76.9%	62.3%	N/A
Bathroom	93.3%	97.5%	83.8%	N/A
Room Service	71.1%	54.7%	52.4%	N/A

Category	This Wave	Last Wave	Hotel Average	Group Average
Lounge / Bar / Relaxing Area	79.4%	67.6%	70.4%	N/A
Dining Room - Dinner	66.9%	69.7%	72.4%	N/A
Dining Room - Breakfast	55.2%	76.0%	73.6%	N/A
Public Area / Staff / Management	70.0%	77.0%	76.0%	N/A
Checkout	36.4%	81.8%	58.6%	N/A

(Green = Score beaten this wave; Red = Score lower this wave)

Executive Summary



Sample Hotel Mystery Guest Report Doc

**Mary Ellen Belfiore, Tracy A. Defoe, Sue
Folinsbee, Judy Hunter, Nancy S.
Jackson**

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