



TÜV Rheinland.

YOUR PARTNER IN HOTEL BUSINESS

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Together for your success

Der TÜV Rheinland at hotel business

TÜV Rheinland Cert

More than 15 years expert know how in tourism.

- TÜV Rheinland is allowed to do mystery checks within the scope of the hotel classification in germany, austria and switzerland.
- TÜV Rheinland checks, analyses und certifies Hotels concerning security and quality based on german standards. So far, we have successfully certified over 1.500 hotels, resorts, hotel chains, airlines and tour operators worldwide.
- TÜV Rheinland developed special standards which help to recognize and continuously improve optimization potentials.
- TÜV Rheinland is able to face individual customer requirements with appropriately trained auditors and professionals from the hotel and tourism industry.

TÜV Rheinland Cert at tourism.

Overview of several services.

- Mystery Checks / Site Inspections
- Inventory / Process analyses / Potential analyses / GAP analyses
- Certifications according to accredited (e.g. ISO 9001) and non-accredited Standards (e.g. TÜV Rheinland Service Quality)
- Hotel and gastronomic support
- Operator concepts for hotels and spa's
- Sales training for reservation, desk and spa
- Product line independent product and spa consulting
- Development of signature treatments
- Hygiene inspections



Certified Service Quality

Innovative certification.

Close to your guests – through Service Quality.

- Carrying out hotel audits and certifications since 2002
- Assesses the quality of results from the guest's point of view instead of from the company's point of view
 - Additional turnover
 - Cost efficiency
 - Increase guest satisfaction
 - Systematization of guest enthusiasm
- Without bureaucratic preparation
- Few documentation requirements
- A unique combination of mystery check and open audit with the objective of certification



Advantages of our certification

- Reduction of operating costs (e.g. laundry, energie)
- Revenue improvement through improved recommendation management
- Improve your sales by improving your service quality (sales per guest)
- Measurable improvement of processes and service quality
- Optimal proof to stakeholders
- Improvements in customer orientation
- Identify and eliminate weaknesses in the service processes
- Continually include and exceed guest expectations
- Acquisition of new guests through pronounced customer orientation
- Systematically transforming guest satisfaction into guest enthusiasm



Sustainability

PAS 2060

The official set of rules for climate neutrality

- In the first step: quantification and documentation of the emissions (of a company, a product, a service or an event).
- Determination of the system boundaries for which the carbon footprint is calculated.
- Defining the methodology for determining the company boundaries, which greenhouse gases and which scopes must be considered, as well as which emissions may be excluded.
- Central criterion for achieving climate neutrality according to PAS 2060 is the reduction of the calculated Carbon Footprint.
- Develop and implement a Carbon Footprint Management Plan.



PAS 2060

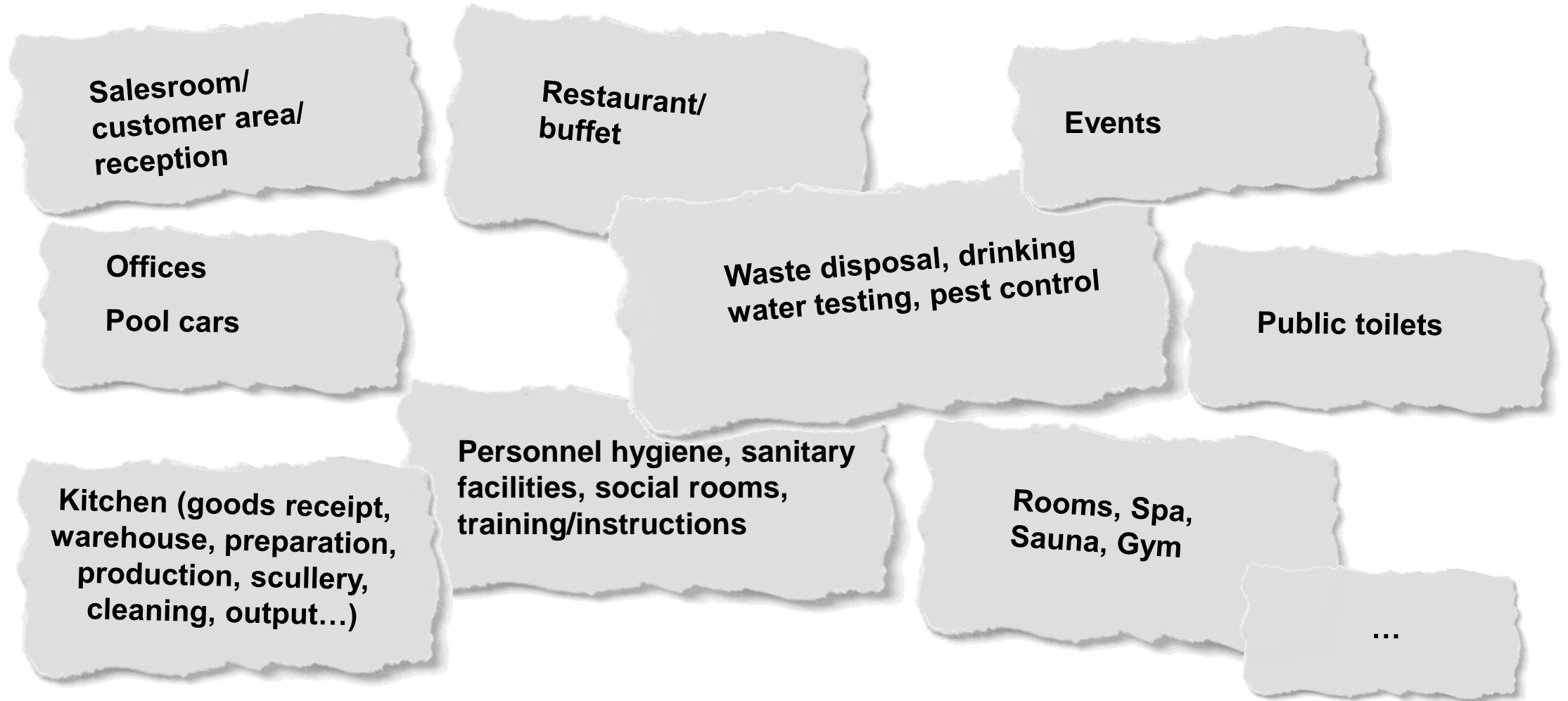
The official set of rules for climate neutrality

- Only in the final step may the remaining emissions be offset with emission reduction certificates (specific requirements in PAS 2060).
- Companies must prepare a so-called Qualifying Explanatory Statement (QES) for transparency and credibility. This statement must contain a range of information relating to both the commitment to climate neutrality and the declaration of the achievement of climate neutrality.



Hygiene

Hygiene topics.



Our Solution.

- Hygiene checks adapted to customer needs.
- Customer/guest knows exactly what to expect and that he can feel well protected with you.
- Assistance in ensuring legal security.
- Assistance in ensuring hygiene in your company.
- Proof to shareholders and stakeholders.
- Practical & systematic approach.
- Cross-industry experience in reviewing management systems, measures and their implementation.
- Independent partner with a neutral view.
- Regular on-site audits create trust.

Mystery Checks

Why Mystery Check?

Your employees are all trained, well trained and work responsibly.

But are the guest expectations of your guests really fulfilled? Or even surpassed?



- Check the quality of your house felt by your guests
- Looking outside the box - do your and your guests' perceptions match?
- Do you recognize potentials of the real service situation?
- What improvements does the guest want?
- How do the processes you define run in everyday business?
- Where can employees be encouraged and challenged?
- Are all relevant legal regulations observed?



Do you know what your guests really think?

Benefit from our tailor-made solutions.

From guest to expert - you communicate at eye level with our auditors



- Our inspectors are specially trained for the segments to be inspected:
 - Mystery checks as checklist checks
 - Mystery Check as expert audit with final discussion
 - Mystery Check as a "pair test", e.g. for the wellness sector
 - Mystery Check as "Family Examination"
 - Mystery Check in the area of the conference
- Our inspectors always provide you with meaningful inspection documentation, consisting of:
 - test report
 - checklist
 - photo documentary

Valuation approach

- Use of TÜV Rheinland checklist or customer checklists with their own criteria
- maturity models
- Objective evaluation of the service process
- Combination of hidden mystery check and open audit
- Once or over a longer period of time as Mystery Monitoring

Scope:

- The scope of our services is defined by the goals you define, e.g:
 - Verification of corporate identity
 - sales improvement
 - Reduction of operating costs
 - Improvement of the operating result
 - Increasing legal certainty
 - Proof instrument for DEHOGA or other hotel associations



International Spa Standard

Holistically.

What will be checked?

- Wellness area (hardware of pool, sauna, relaxation room, fitness area, area of application, bistro, spa environment)
- Quality and offers of wellness treatments
- Management guidelines (philosophy, goals, etc.)
- Employee qualification
- Guest loyalty
- Marketing & Sales
- Complaint management
- Corporate design



Wellness ≠ Wellness

Show what you are.

- Everyone can call their treatments and give them “wellness“, since the term is not protected.
- Where wellness is written on it, there should also be the appropriate equipment and the necessary know-how. That's why TÜV Rheinland has developed criteria that make the quality of wellness hotels, resorts and day spas comparable and assure your guests:
"Here I can relax and unwind."
- This certificate distinguishes real quality from “free riders”.



Tailor-made for your hotel. We are your support!

Status quo- and GAP-
analysis

Analysis and evaluation of the entire
customer journey

Inspections incl.
photo
documentation

Thorough strengths and
weaknesses analysis

Systematic and neutral
evaluation based on
objective criteria

Consideration of
additional individual focus
topics

result evaluation
(with maturity
determination)



From guests to experts -
Professional auditors with many years of
experience in a wide variety of industries

Together.
For more guest satisfaction.



TÜVRheinland®

Genau. Richtig.

TÜV Rheinland Cert GmbH
Am Grauen Stein
51005 Köln

Olaf Seiche

Head of Customized Services

T: + 49 221 806-2781
M: +49 173 536 73 96
olaf.seiche@de.tuv.com

Sonja Kretschmar

Fachreferentin Tourismus

T: + 49 221 806-2669
M: +49 172 202 29 05
sonja.kretschmar@de.tuv.com



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