

3 MONKEYS MYSTERY SHOPPING SERVICES



WHAT IS MYSTERY SHOPPING

- Mystery shopping is the practice of using trained “shoppers” to anonymously evaluate customer service operations, employee integrity and product quality

WHY RUN A MYSTERY SHOPPING PROGRAM



See your business through the eyes of your customer... objectively.



Check compliance to your hotels brand standards



Get real insides into customer satisfaction



Keep Employees Vigilant

WHY RUN A MYSTERY SHOPPING PROGRAM



Reward best practices and build more loyalty



Improve employee productivity



Target training to the real needs



Make Good Customer Service Great

WHY CHOOSE US



We are hospitality professionals with a combined 50 years experience in leading international hotel brands such as: Hilton, Le Meridien, Starwood, Intercontinental Hotels, Leading Hotels of the World



We have been in your shoes and understand the challenges of our industry



We emphasize on the quality of our Mystery Shoppers



We will support our findings with useful SMART recommendations for improvement



We use state of the art software to record and report our findings to you with comparison statistics from visit to visit

TWO
WORDS..OBJECTIVE
FEEDBACK



If you didn't HEAR it with your own ears or SEE it with your own eyes ... don't INVENT it with your small mind & SHARE it with your big mouth!