

HOTQUA® Quality Checks

Hotels, Housekeeping, Restaurants,
Service, Kitchen, Events, Banquets

A warm welcome



H O T Q U A[®]

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- HOTQUA = hotel tourism quality
- Founded in 1999
- Headquarters in Berlin
- HOTQUA has so far
 - + conducted 1,000 workshops
 - + trained 10,000 participants
 - + qualified 1,500 companies and
 - + 150 companies working with our sustainable quality standards



Statement

- The globalisation of markets has changed the competitive situation in the hotel & catering sector
- Increased demands and expectations of tourists, guests and customers on the one hand and increasing competition on the other hand force us to act
- **Quality Standards & Q-Management**
- **Quality test: Mystery or online**



Focus
on
Quality

Our HOTQUA® tests

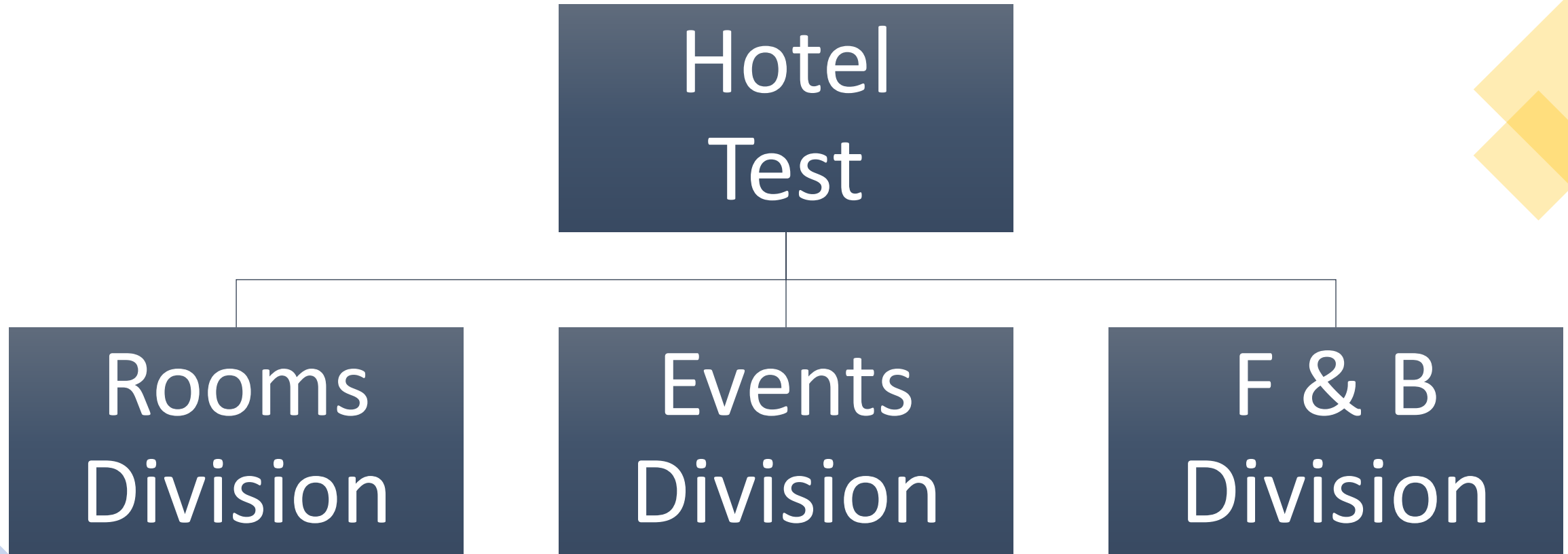
- Our developed tests include 10 to 100 quality criteria
- The quality tests can be carried out by companies themselves with the help of the HOTQUA [online tests](#) or through
- HOTQUA® testers or as
- Mystery Tests.

Your advantages at a glance

- Objective assessment of service quality
- Systematic evaluation in text and image
- Early detection of weak points
- Detailed recommendations in the test report



What is being tested?



Rooms Division

- Reservation
- Reception
- Concierge
- Housekeeping
- House automation





F & B Division

- Breakfast service
- Restaurant service
- Bar & Lobby
- Room Service



Events

- Organisation of conferences and events
- Banquet organisation



Net prices for mystery tests without overnight stay

Test	1-2 tests (€)	3-5 tests (€)	From 6 tests (€)
Rooms	250	200	150
R & B	250	200	150
Events	120	100	80
Total	620	500	380

HACCP kitchen test = € 250 / with appointment

Your savings opportunity

**€ 620 for
1 test**

**€ 500/test
from 3 tests**

**€ 380/test
from 6 tests**



What do the tests involve?

- Hotel test with over 100 quality criteria
- Restaurant test with over 100 quality criteria
- Kitchen test according to HACCP
- Detailed final report

Recommendation

- Regular tests
- Permanent training
- Continuous improvement process
- Digitised quality standards
- Quality and sustainability certificate from HOTQUA®.
- More info here: [Contact](#)

