HOTQUA® short

presentation

HOTQUA = Hotel Tourism Quality

Foundation

1999 founded in Montevideo

2001 registered in Germany

2003 head office in Berlin Frohnau

2019 HOTQUA registered as trademark

Our Vision & Mission

Through our expertise, reliability, availability and individual assistance, we want to give our clients, customers, seminar participants, employees and also society a measurable added value.



Founding members

Martha Cecilia Höchsmann, née Lozano Mendoza

- Is a business economist in tourism and quality manager (according to ISO 9000 ff).
- At HOTQUA, she is in charge of quality management, compilation of seminar documents and preparation of HOTQUA certificates.

Frank Christian Höchsmann

- Has a degree in tourism management and is a quality auditor (according to ISO 9000 ff).
- He can draw on many years of international experience in the quality sector
- Over the years, he has worked for internationally active organizations and has
- trained more than 10,000 specialists and managers.

HOTQUA® Offers

Education & Training

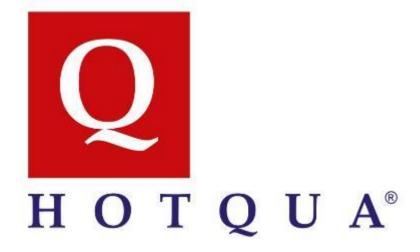
Quality -Standards Marketing-Concepts

Data Protection

Digitalisation
Online Checks

Certification QM/UM/CSR

Clean & Safe Anti Covid 19



Education & Training

Form of training

- Workshops
- Webinars
- Online courses
- In House
- Coaching

Benefits & Advantages

- High practical relevance
- Short time required
- Sustainable teaching
- Interactive teaching methods
- Consolidation of your service concept
- Rapid implementation of knowledge

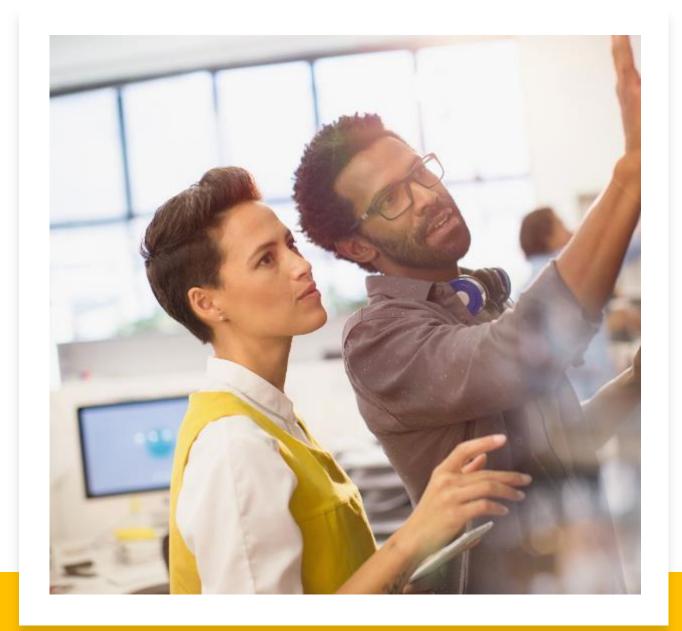
Training topics for professionals

- Service quality
- Guest complaints
- Successful communication
- Professional sales
- Correct telephoning
- Hygiene in kitchen & service
- Housekeeping & House Cleaning



Training topics for managers

- Hygiene management
- Housekeeping Management
- Hotel Management
- Conflict Management
- Personnel Management
- Sales Management
- Quality Management



Quality Standards

- HOTQUA helps companies to standardize workflows and processes appropriately and to describe them in a quality manual.
- Through the introduction of these standards and subsequent training measures, the guest always receives constant service quality at a high level.
- Hotels and restaurants that have introduced our standards can be audited and certified by HOTQUA.
- Audited establishments that have achieved more than 75% receive a Quality & Sustainability Certificate from us.

Sustainable quality standards

Customer benefits and advantages:

- Documentation of service and quality standards
- Low effort when using HOTQUA standards
- Adaptable to individual requirements
- Constantly high service quality
- Independence from staff and shift changes
- Rapid introduction of new staff
- Quick implementation in practice

Quality Management ISO 9001

 We are happy to help you set up and introduce a quality management system in accordance with ISO 9001, to review and optimize it and to prepare the company for official certification.



Quality tests/ Mystery Test

The quality tests can be carried out by the businesses themselves using the HOTQUA® online test or by Hotqua inspectors as part of an anonymous test (mystery test).

Your advantages at a glance:

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

HOTQUA® ONLINE (IKP) Information & Communication Platform



Start & News



Management & Operations



Hotel & House-Keeping



Restaurant & Kitchen/Catering



Education & Training



Manuals & Documents



Environment & Sustainability



Online tests for all departments

The HOTQUA® Online Platform helps......

1. Manage sustainably;

You save 2,500 to 5,000 pages of quality standards documentation per year.

You avoid 1,000 to 3,000 pages of forms and templates

2. Reduce energy;

By acting in an environmentally conscious way

With targeted use of your resources

3. Promote knowledge management;

Provide online training

Expand knowledge base

4. Achieve employee retention;

With permanent appreciation

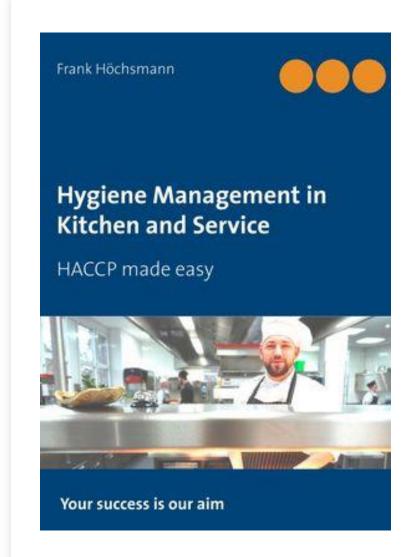
and motivation promotion

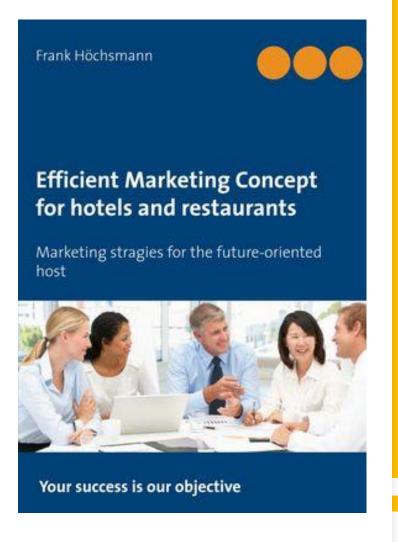
CONCLUSION: Paperless into the future

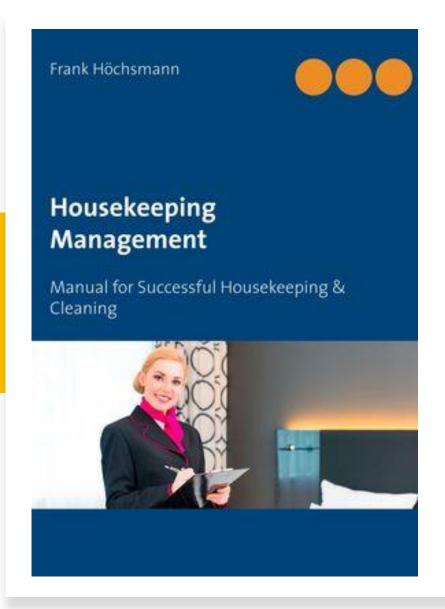




Our Quality-Standards in German and Spanish Our
Marketingconcept and
HygieneManagement









Our Service Quality and Housekeeping

Our data protection concept

- Personal data
- Technical and organizational measures
- Data Protection (DP) Management and data protection guidelines
- Company Data Protection Officer
- Processing and DP impact assessment
- Online marketing and social media
- DS for employees and data protection mishaps
- Data protection checklists and DS notices



Our Marketing Concept

We develop a company-specific marketing concept for you in four steps:

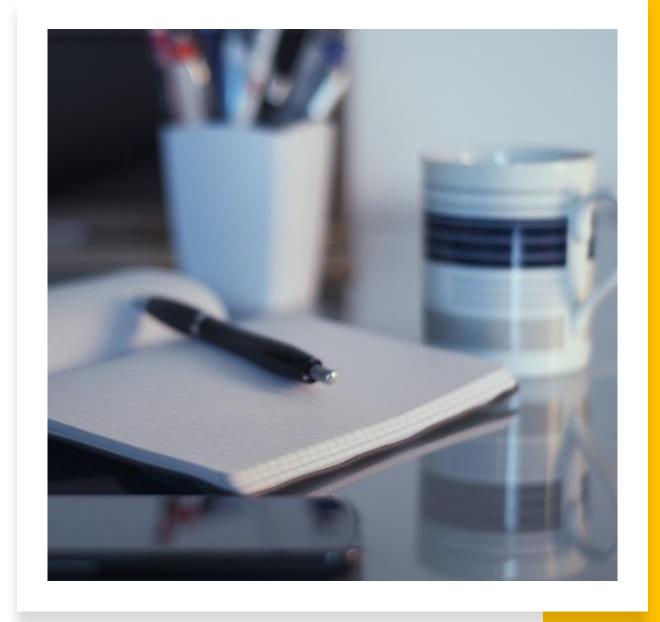
Step 1: Inform & Analyze

Step 2: Define & Decide

Step 3: Plan & Combine

Step 4: Introduce & Check

The marketing concept should not exceed 20-30 pages and should be prepared in approx. 1-2 months.



Thank you & Goodbye

- Frank and Martha Höchsmann
- HOTQUA® <u>info@hotqua.de</u>
- Speerweg 11
- 13465 Berlin Frohnau
- Tel. +49 (0) 30-40107722
- Fax + 49 (0) 30-40107755
- NEU +49 (0) 1749328450

