

## **Qualitywatch © Fact sheet**

Is the full mystery guest programme operated by The Mystery Partnership, evaluating every aspect of the guest experience on a regular and continuous programme of assessments? The Mystery Partnership draws from 13 years of experience of providing independent reports.

### **Main Features and benefits**

- Standards used within the programme mirror each clients own specific independent operational standards.
- Lead Partner from The Mystery Partnership will set up the programme and assist in agreeing standards to be used and communicating the programme throughout the business.
- Each sector of the programme measures the service the assessor receives in that specific area of the business.
- All sectors are marked statistically and with detailed commentary providing the full background to the assessment.
- Each sector is accountable to individual Departmental Managers, allowing the Qualitywatch © assessments to become part of the businesses appraisal and or incentive system.
- Provides Owners, Directors and Managers with an independent perspective of their business.
- Benchmarks the businesses performance against similar establishments, nationally and internationally.
- Qualitywatch © is updated on an ongoing basis according to the businesses requirements. The programme follows the business in its development and changes where appropriate.
- Independent and specifically profiled assessors that are appropriate to the business needs that they are assessing.
- Fully familiarised and trained assessors who are focused upon the requirement to be independent unbiased and recognise strengths as well as weaknesses.