



**Assured Customer  
Experience**

**Helping You Deliver Your Best Service**

**Discover how your business will  
profit from our range of guest  
feedback services**

01953 885675  
[www.AssuredCustomerExperience.co.uk](http://www.AssuredCustomerExperience.co.uk)

#### **About Us**

Assured Customer Experience is a hospitality mystery shopping specialist. We provide comprehensive feedback on the guest experience, helping you deliver your best service.

The Company was founded by Chris Talbot in 2006. Chris and his team bring an impressive breadth of experience from within the hospitality and retail industries.

Discover how our powerful customer experience feedback solutions will enhance your business. They are easy to set-up and will help increase your customer service and profit levels. Our comprehensive product range allows you to quickly identify and resolve customer concerns.

This is what one delighted customer has to say;

*"Assured Customer Experience provides us with an effective and value-for-money service which enhanced our service standards and increased our average booking value by 12%." Sarah Williams, Sales Director, Manor Hotel Group, Hertfordshire*



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**Assured Customer Experience Ltd**

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Registered in England - Company Number 05957296

#### **Our Approach**

##### **Free trial**

Assured Customer Experience offers new customers the chance to experience any of our products FREE\* of charge before purchase.

##### **No setup fee**

Unlike our competitors we do not charge a setup fee for any of our mystery guest services.

##### **Competitive rates**

We are proud to offer a great product range at competitive rates and endeavour to match any written like-for-like quote.

##### **Flexible Reports**

Designed in house our reports allow 100% flexibility and are tailored to your specific requirements.

##### **Convenience**

From the moment you engage us we integrate seamlessly into your business. We pride ourselves on a prompt turnaround of reports and communication.

##### **Service promise**

Assured Customer Experience is proud to offer all customers a tailor made service level agreement.

##### **Profit from Success**

Our approach focuses on your sales growth and customer satisfaction, making your business more profitable.

\* terms and conditions apply please call .01953 885675 for details

### Mystery Guest

What level of customer service do your guests experience?

Our rigorous mystery guest assessment captures the complete hotel experience from reservation to check-out, identifying weaknesses and strengths.

Within 24 hours of checkout the mystery guest report is delivered containing comprehensive feedback on the experience.

We can improve operational standards by ensuring each Staff member consistently delivers excellent service, making you stand out from your competitors.

Our mystery guest assessment also provides feedback on missed sales opportunities observed throughout the stay, helping make your business more profitable.

Our unbiased customer feedback will increase your average booking value by ensuring every sales opportunity is maximised.

### Mystery Sales Enquiries

Does your sales team handle every sales enquiry to its full potential?

We can measure the effectiveness of your sales team by placing sales enquiries into your business and assessing the quality of the enquiry response.

Our mystery sales enquiries provide detailed feedback about the service and selling skills displayed by your team members. Providing feedback on the customer experience ensures your team offers a consistent service and reduces the number of missed sales opportunities.

Identifying and reducing missed sales opportunities makes your business stand out from your competitors and increases profitability.

Each sales enquiry is emailed directly to you complete with digital recording and comprehensive evaluation report.

### Online Customer Feedback

What are your customers telling you about their customer service experience?

Our flexible and powerful customer feedback application instantly updates you with customer feedback. It is fully compatible with the latest smart phones and computers.

Customer feedback trends are reported to you helping building a picture of customer service.

Our online customer feedback application can work in tandem with conventional customer feedback cards. The feedback questionnaire content is completely flexible to your specific requirements.

Our feedback application also captures guest contact details, enabling you to keep them informed of news and future offers. This can help make your business more profitable.

