

Our vision of great service and operating standards is shared by those engaging our services. The directors have over 25 years combined hospitality and retail experience.

We offer an accurate, reliable and value for money service, providing you with feedback as seen through the eyes of your customers.

Assured Customer Experience represents significant value for money. Each assignment is unique; therefore our fees are calculated based upon your exact requirements and budget.

In most cases we are up to 50% less expensive than our competitors .

One of our team of highly trained mystery guests will experience your property through the eyes of a typical guest and report back in a detailed and objective manner.

The reports are presented containing statistical and narrative feedback, further enhanced with graphical information. This allows you to identify department performance and trend, enabling you to take prompt action where required.

Call today for a no obligation chat and to take advantage of our 25% off promotion.



Assured Customer Experience Ltd

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Helping You Deliver Your Best Service

Registered in England - Company Number 05957296



Assured Customer Experience Helping You Deliver Your Best Service

Assured Customer Experience is a hospitality mystery shopping specialist. We are up to 50% less expensive than our competitors.

Our value for money product range can help increase service quality and improve profitability. Call now and save 25%

Choose from our great range of services

Assured Customer Experience provides the hospitality and leisure industries with a comprehensive range of mystery guest services.

Our goal is simple; "Helping You Deliver Your Best Service."

We provide you with the highest quality feedback enabling you to give your guests the best possible service.

Choose which of our services best suits your requirements and see how we can increase your profits.

Call today for a no obligation chat and to take advantage of our 25% off promotion.

Mystery Guest Programme

Our comprehensive mystery guest programme is specifically designed to meet the exact requirements of your business.

Over 360 aspects of hotel service and operation are analysed by our extensive panel of mystery guests.

Missed sales opportunities are captured during the mystery guest visit, increasing your profitability.

We work closely with you to establish individual report content and layout.

The mystery guest report contains statistical and narrative feedback, further enhanced with graphical information, enabling you to take prompt action where required.

Mystery Telephone Sales Enquiries

Are your team creating an excellent first impression? Many guests experience their first contact with your business over the telephone.

From an overnight reservation through to a conference enquiry, we can monitor the service and selling skills of your team.

We provide you with a comprehensive report and digital recording of every mystery sales enquiry. Opportunities to increase revenue and profit are identified.

Guest Comment Card Analysis

Just 5% of dissatisfied guests complain, so what are your guests telling you about your business?

Our comprehensive guest comment card analysis service tells you exactly where improvements can be made within your business.

Our guest comment card analysis system is a guest relationship management tool designed to acquire and respond to guest feedback.

Ongoing Training

Customer service determines the winners and losers in the highly competitive hospitality industry. Today's guest expects 'wow' service; simply providing basic service is no longer an option.

We offer detailed and flexible customer service training at a fantastic price, making your business stand out from your competitors.

