

Hospitality in Workforce Travel

Presented by: AboutFace Consulting Corporation

The Challenge



The client offers workforce travel savings and solutions for large companies. They are contractually obligated to deliver complete lodging management programs to employers with crew, drivers, field reps, and other employees on the road.

The Solution



To design a program that deals with evaluating hotels, which provide authorized lodging for traveling members.

The Program



- These were 'reveal' audits
- Shoppers were instructed to view 2 different rooms
- Photos were taken of the hotel, rooms and restaurants
- Lengthy, detailed evaluation testing small details of each room
- Hotel locations were often in 'rural' areas

Results and Moving Forward

Evaluating the quality and compliance of hotels contracted by the client was the top priority. Through the audits, we were able to give valuable insight to the statistics of the hotel (such as number of rooms, percent of rooms that are single rooms, any recent renovations, etc.) as well as the condition and comfort level of the guest room, bathroom, heating and air, room security, hotel security and restaurant (if applicable).

“They are completely invested in delivering an exceptional customer experience. The program has evolved through the years and our partnership has strengthened; this has enabled us to gather the necessary intelligence so they can keep up with the ever-changing competitive landscape as well as the expectations of the customer.” – DK, Client

