

Promotion
*From
USD 395

THE COVID-19 SAFETY CHECK
FOR YOUR HOTEL

Mystery Guest Program

Including a COVID risk analysis



www.hotelsecuritydesign.com

This service is brought to you by
Sky Touch Global
The COVID-19 Risk Navigators

Unite against

COVID-19





**REGISTER the visit of
your next
hotel inspector before
the 15.10.2020 and
save 10% ***

*Due to the current COVID travel restrictions this service is only available in selected countries. Additional Travel costs may apply. Accommodation and meals are to be reimbursed by the hotel.

Mystery Guest Program

The Guest Experience Performance Tool

In August 2020, Sky Touch Global carried out a comparability study in Australia and Indonesia and compared the COVID safety of medium and large hotel chains. We have tested and analyzed the effectiveness of the program of Accor Hotels, the InterContinental Hotels Group, the Swiss-Belhotel, Capri by Frasers and Meriton Suites as a mystery guest.

With over a decade of experience inspecting hotels, our newest **Mystery Guest Program** is designed to identify travel risks for guests and measure the level of COVID safety compliance.

As part of the new marketing, hotel chains have published their COVID safety guidelines online to let guests know what steps they have taken. We strive to rate hotels and find out what individual hotel groups do better than their competitor.

Can hotel chains keep their promises and how are the individual commitments carried over into the different markets? Our qualified team of hotel inspectors will find out and report back to you.

Visit us online to learn more about our COVID Safety Study.

**A first step
towards
certification**



The choice is yours

Sky Touch CovertSM

One-off Mystery Guest visit *USD 595
+ Travel

Sky Touch ConsistencySM

Two Mystery Guest visits per year
*USD 395 each + Travel

Sky Touch Global LighthouseSM

One Mystery Guest visit, including the
Full COVID-19 Safety & Security Audit
& Certification, *USD 1,395 + Travel

Historically, a good Mystery Guest Report always talks about guests' experiences and mentions the things that didn't go smoothly.

In summary, it can be said that social distancing measures, improved cleaning and disinfection protocols, hand-sanitiser stations and staff training are those topics most hotel chains have the same. Sky Touch Global can confirm that this is happening, and it is taken seriously. With this program, you can prove to your guests that the standard has been met.

The industry has gone through a transformation and there are hotels that can be considered as safe travel destinations. Just because something is particularly good or bad in a single hotel of a group does not mean you have the same situation in every hotel of the same chain.

Sky Touch Global developed a **Consistency Barometer** to measure the quality of COVID safety in hotels. An early detection system that allows us to rate the overall performance and compare hotels with each other.

(10 = highest and 1 = lowest, + = Excellent)



**COVID-19
Safety Rating**

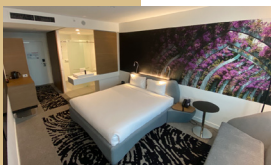


10 9.5 9.5 9.5

What is your COVID-19 Safety Rating?

Example	Inspection	Safety Program
Social distancing measures	✓	✓
Cleanliness	✓	✓
Contactless Check-in/out	✓+	✓
Sanitiser stations	✓	✓
Rearrangement of furniture	✓	✓
Training	✓	✓
Safe food service	✓	✓
Additional cleaning / disinfecting of Public Areas	✓	✓
Signage	✓	✓
Masks, barriers or shields for staff	✓	✓
COVID safety amenities in room	-	✓
Removal of clutter in room	✓	-

Service delivery, temperature screening, customer service, risk control and the way the safety plan is managed are also taken into account.



Would you like to see more photos from recent inspections?
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