



HOSPITALITY EXPERIENCE PROGRAM

MAXIMISE GUEST EXPERIENCE

WWW.SGS.COM

WHEN YOU NEED TO BE SURE



ABOUT SGS

LEADERSHIP AND INNOVATION SINCE 1878

1878
SGS transformed grain trading in Europe by offering innovative agricultural inspection services.



1913
Become leader in grain inspection (21 million tons).

1919
Adopted the name it carries today, Société Générale de Surveillance.

1928
The company had grown internationally, with offices and affiliates in 21 countries around the world.

1946
Began inspection of European imports.

1950
80% of the company's revenue still came from its core Agricultural Services business.

1980
The company now had 113 offices, 57 laboratories and 9,500 employees working in over 140 countries around the world.

1981
SGS was listed on the Swiss Stock Exchange.

SINCE 2000
Listed more than 160 acquisitions.

TODAY
SGS celebrates more than 140 years in the business.

OPERATING ACROSS A WIDE VARIETY OF INDUSTRY SECTORS



90,000
EMPLOYEES



2,000
OFFICES & LABORATORIES

- 1,150 offices & laboratories; 36,900 employees in **Europe, Africa & Middle East**
- 450 offices & laboratories; 21,600 employees in **Americas**
- 400 offices & laboratories; 31,500 employees in **Asia Pacific**

AGRICULTURE AND FOOD



CONSTRUCTION

ENERGY



CHEMICAL

CONSUMER GOODS AND RETAIL



TRANSPORTATION

MINING



OIL AND GAS

INDUSTRIAL MANUFACTURING



PUBLIC SECTOR

LIFE SCIENCES



TRAVEL AND HOSPITALITY

SGS BUSINESS BENEFITS

- Deliver innovative solutions and services that transform our customers' operations.
- Enhance processes, systems and skills.
- Offer solutions and services fundamental to ongoing success and sustained growth.
- Enable continuous improvement.
- Improve our customers' operations, meet their stakeholder requirements and manage their sustainability and social responsibility needs.
- Transform our customers' value chains.



200,000
CUSTOMERS



165,000
ISSUED CERTIFICATES

INTRODUCING HX: SGS HOSPITALITY EXPERIENCE



In today's world, a guest's less than perfect experience can be magnified with a single mobile device. Online reviews have increased the demand for experience excellence and commitment. Therefore, it is more important than ever to ensure that your property is doing all that it can to achieve the highest level of satisfaction. HX has been designed specifically for the hospitality industry to meet a variety of needs and provide solutions to many of the issues presented today. This comprehensive program consists of four separate modules, each focusing on a specific area of concern, including:

THREE LEVELS OF CERTIFICATION ACHIEVEMENT

HOSPITALITY EXPERIENCE SILVER

SILVER: SCORE BETWEEN 65% - 84%

HOSPITALITY EXPERIENCE GOLD

GOLD: SCORE BETWEEN 85% - 94%

HOSPITALITY EXPERIENCE PLATINUM

PLATINUM: SCORE 95% OR HIGHER

HX BENEFITS:

- INCREASE IN BRAND REPUTATION
- OPERATIONAL SUPPORT AND GUIDANCE
- PEACE OF MIND
- COST SAVINGS
- REGULATION CONFORMITY
- MARKET INTELLIGENCE

[HX VIDEO](#)

RISK MODULE



Security is about managing and minimising the risks of deliberate harm to your property and people, including staff and guests.



SGS inspects the fire safety, gas safety, infrastructure safety of guest and staff areas.



Hotels have become prime targets for cyber-attacks. Being able to provide guests with a secure digital space is not only a legal requirement, but can improve your brand's overall reputation.



SGS supervises the whole cycle of water on your properties. These risk controls help reduce Legionella outbreaks, water contamination and control water usage (leaks).



This module involves the commissioning and application of controls and measures to manage the general risks to which the business continuity of an organisation could be exposed.



The implementation of food controls increase food safety and provide other significant benefits, such as increased guest confidence in your property and facilitation of inspections by authorities.

In today's evolving political and environmental climate, it is no surprise that risk mitigation is the number one concern for the hospitality industry. Whether it be health, cyber security or environmental factors **HX** provides a multitude of solutions.

Our first module focuses on risk, particularly Food Safety, Water Safety, Building Safety, Security, Cyber Security and Business Continuity.

RISK MODULE AREAS

SUSTAINABILITY MODULE

A property's commitment to sustainability is increasingly becoming a decision factor for millennials, particularly as they compare online reviews.

The implementation of this module will prove your commitment to the environment, while minimising impact and promoting the best management of resources. The assessments conducted by SGS help to make sustainability commitment a factor of competitive differentiation.

Hotels around the world are increasingly required to comply with a growing number of environmental demands imposed by government, competitors and guests. For this reason, the use of tools that integrate the environment in the overall management of a property are essential.

Economically, as well as promoting innovation and productivity, your organisation will have the opportunity to reduce the costs of waste management and insurance premiums, to eliminate barriers to new clients sensible with the sustainability issues, to reduce the risk of litigation and sanctions, to have greater access to grants and other preferential financing and to reduce occupational risks, thus motivating staff.

BENEFITS OF HX'S SUSTAINABILITY



CORPORATE SOCIAL RESPONSIBILITY MODULE



In an increasingly competitive and globalised world, the tourism industry is more aware of their active role generating wealth, employment, quality products and services in the communities and environments in which they operate.

Companies and other types of organisations can and must contribute to sustainable development via their leaders' decided commitment to establishing a culture of integrity, transparency, honesty and compliance.

SGS' CSR module is designed to guide you through the process of achieving optimal levels of social responsibility, ultimately maximising your brand's reputation.

COMPLETION OF THE CSR MODULE PROVES

QUALITY OF SERVICE EXPERIENCE MODULE

If you are a large or small property, independent or branded, SGS' professional inspectors can help you ensure accountability for the guest experience that you provide. Our professional inspectors will conduct a thorough review of your property and then work with dedicated specialists to set relevant benchmarks, and provide meaningful action plans for your team. SGS also provides system-wide brand compliance programs and software to upgrade internal hotel inspection programs.

SGS' QX services are conducted as ordinary guest visits, or mystery inspections, without your property's knowledge. Our audits are carried out by hospitality experts, who will pay attention to every detail and make an impartial assessment of their experience.

Frequent mystery inspections are the most effective method of monitoring the quality of guest services. Moreover, considering that any guest could potentially be an inspector, your staff is indirectly motivated to provide increased levels of service at any given time.

SGS QX METHODOLOGIES



WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. We are recognised as the global benchmark for quality and integrity. With more than 90,000 employees, we operate a network of more than 2,000 offices and laboratories around the world.

Our core services can be divided into four categories:

- **INSPECTION:** our comprehensive range of world-leading inspection and verification services
- **TESTING:** our global network of testing facilities
- **CERTIFICATION:** we enable you to demonstrate that your products, processes, systems or services are compliant with standards and regulations
- **VERIFICATION:** we ensure that products and services comply with global standards and local regulations

TO LEARN MORE ABOUT  PLEASE CONTACT US VIA:



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ADDITIONAL SGS SERVICES

We focus on providing you with comprehensive, integrated solutions for implementing, demonstrating and improving on a best-in-class hospitality experience.

We combine different methodologies, such as performance assessments, certification, testing, and training into a holistic solution for your property.

Other services of interest for the hospitality industry include:

- Training
- International Management Systems Certifications
- Consultancy Services / Due Diligences
- Compulsory Inspections and Testing

To learn more about our services and capabilities, please visit www.sgs.com

SGS HISTORY



SGS BUSINESS PRINCIPLES



SGS PROFILE



SGS BUSINESS HIGHLIGHTS VIDEO



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