

Hospitality Audit Services

Hotel Reservations, Revenue & Sales Reviews

We would review your hotels or Head Office reservations and Meeting & Events departments to gain an overall understanding of the current level of internal controls with regards to revenue areas. We will assess current standard operating procedures and provide advice on maximising rooms revenue.

We will review Meeting & Event conversion activity including the management & execution of customer site visits. If required additional training support can be provided to improve team conversion.

We audit the following areas;

- Pricing Strategy
- Inventory Controls
- Marketing
- Distribution Channels
- Segmentation
- Use of Yield Management system
- Competitors & Market Share
- Miscellaneous Revenues incl.
- Cancellation & no shows
- All Special Events & Event Calendar
- Conversion activity
- Handling of Customer site visits & walk in's
- Account Management procedures

We review the following departments;

- Reservations
- Front Office
- Revenue,
- Sales and Marketing
- Head Office Functions

We can help you write your SOP manuals or provide you teams with additional coaching, mentoring or Group training if required.

All our auditors are industry professionals with many years' experience in senior position in industry.

Our recommendations would include identifying changes which would improve all key processes resulting in increased revenue from room and other sales.

Hospitality Audit Services Ltd

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