

Web-enabled Feedback Surveys For Hospitality Operations



What We Do.

We specialize in creating feedback surveys to provide pro-active management with critical information about their customer's experience. We offer a one-stop solution by; designing the questionnaire, hosting the survey on-line, analyzing the data and providing intuitive reporting.



Who We Are.

Established in 2001, H&HC is a Sydney based company dedicated to assisting hospitality operators in understanding their customers' needs and using that information to enhance satisfaction and profitability.

Company principal – Kerry Bielik, is a 35 year hospitality industry veteran.

We offer a range of cost-effective and easy-to-implement strategies for:

- Hotels and Resorts
- Convention and Function Venues
- Tourist Facilities



Contact us for further information or an obligation free proposal:

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System Features:

- ✓ Professionally designed questionnaires, customized to your specific needs.
- ✓ Simple and user-friendly process for survey participants.
- ✓ Convenient 24/7 online access.
- ✓ Easy to deploy and high survey response rate.
- ✓ Hosted on dedicated server with SSL encryption for complete security.
- ✓ Quantitative and qualitative information.
- ✓ Real time access to responses and data metrics.
- ✓ Timely reporting with actionable information.
- ✓ Comprehensive data analysis with user-friendly performance statistics and charts.

Survey Benefits



Hotel Guest Survey.

- ❖ Encompasses the entire guest experience from reservation to check-out.
- ❖ Provides guest with opportunity to voice any concerns directly, avoiding public airing on social media sites.
- ❖ Consolidate large volumes of data month by month.
- ❖ Distil information into useable KPI's.
- ❖ Track satisfaction performance trends.
- ❖ Observe recurring themes in narrative comments.
- ❖ Avoids potential for data tampering.



Conference/Event Organiser.

- ❖ Covers all interactions from the initial enquiry to event planning and on-the-day performance.
- ❖ Understanding the clients' key drivers of Value for Money and Likelihood to Return/Recommend.
- ❖ Highlights any systemic issues or concerns.
- ❖ Useful KPI's for management.
- ❖ Use positive comments as testimonials in marketing collateral.
- ❖ Client loyalty is enhanced when provided the opportunity to voice comments and opinions.

Hotel Employees.

- ❖ Provides a safe forum and opportunity to voice frank opinions.
- ❖ Covers issues including; Job Satisfaction, Training, Communications, Remuneration and OH&S.
- ❖ Identifies any systemic morale issues.
- ❖ Breakdown the data by topic and department.
- ❖ Provides management with useful KPI's.
- ❖ Enhances employee self-esteem and loyalty.
- ❖ Reduces staff turnover.

