



Boost your Guest Experience with Meayar distinguished services offered to hotels, restaurants, spas, travel agencies, rent a car agencies and health clubs. By conducting reputable and affordable quality measurement programs that meets your standards & requirements we can strengthen the core of your business.

In case of hotel mystery shopping the only important thing to find out is that whether the guests are satisfied or not. Guests will be satisfied only if the hotel has perfect client service, clean rooms and enough storage space for luggage and clothing, so that they can feel at home with the service, while staying away from home. Once they receive warm behavior from the staff, they will be back to the hotel again and again. If they are satisfied then they will also refer this place to their friends or family. This way, the scope of the business will increase with increasing revenue. However, if the guests are not satisfied, they will never ever use the facility. On top of this, they will also prohibit their friends and family from going there. This will create a serious effect on the performance of the business.

By collecting first-hand service quality data, mystery shopping reveals how your business is perceived by your customers.

For our clients, a professional, industry-specific, customer service and quality analysis is completed by highly experienced hospitality consultants. Certified evaluators perform the in-person mystery shopping service. Rather than simply reporting negative aspects of service, the evaluators produce an actionable narrative report of their entire experience. It is often equally important to highlight positive attributes, as well as the areas requiring managerial attention

Meayar team & well trained shopper's measure the services provided to your customers and deliver valuable customer service feedback for your business. By measuring customer service through the customer's eyes, and using our consultative approach to mystery shopping for hospitality companies, we provide the opportunity to achieve excellence in service quality through independent customer service evaluations.

Our team concentrates on evaluating some major areas of service, such as the arrival experience, check in, dine in, food quality, check out, customer service, room cleanness,

amenities availability, ambiance and atmosphere... etc. In addition we can evaluate any predetermined feature or service requested by the client. Meayar offers you the whole experience feedback and analysis... starting with the visit results, analysis, reports and consultation for the areas of improvement needed.