

Press Release

Key Hospitality Group, Lausanne – August 2014

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Katherine Leishman & Alexandre Foucault (EHL 2011)

Two EHL Alumni launch *Key Hospitality Group*, a mystery guest service company, during their trip around the world.

The Trip

Katherine and Alexandre are preparing a round the world trip during which they are bound to live many incredible experiences, be it cultural, gastronomic, thrilling and even perhaps frightening. But they have decided that they wish also to take advantage of this trip to gain professional and entrepreneurial experience as well, it is for this reason that they are launching Key Hospitality Consulting Group (KHCG): a mystery guest service provider for hospitality and luxury service oriented companies. Along their trip, from South and Central America, to the USA, Australia and Indonesia and finishing in South East Asia, they will offer their mystery guest services for free to hoteliers and other luxury service providers in order to build their international reputation.



The Concept

Key Hospitality Consulting Group offers an array of mystery client services to hospitality and luxury service providers allowing them to assess the quality of the guest experience they offer.

The Difference

Key Hospitality Consulting Group also offers many added values in comparison to conventional mystery shopper audits:

1. They currently offer their services for FREE: The pre-audit meeting, visit, post-audit meeting, evaluation report and recommendations are provided free of charge based on the agreement that all hotel expenditures related to the audit are fully refunded.
2. You get 2 opinions for the price of one: the consultants work as a couple, therefore providing more expertise, a balanced point of view and the possibility to evaluate a larger array of services (man/woman/couple)
3. You will receive a complete report combining an evaluation of standards as well as an emotional correlation assessment
4. Involve your department managers with a full report which can be subdivided into focused reports for each department (Front office, F&B, rooms and spa)

Katherine and Alexandre hope the launch of KHCG will be a success and will lead to the development of other hospitality related projects they are considering.

For more information about Key Hospitality Consulting Group and their mystery guest offer, visit their website:

www.keyhospitalitygroup.com