

A waiter in a white shirt and brown vest is holding a plate of salad. The waiter is wearing a dark tie and a watch on his left wrist. The background is plain white.

HOSPITALITY SERVICES

SGS



CONTENTS

4-5	Introduction to SGS
6-7	Hospitality Services: Safeguard your reputation
8-9	Hygiene Monitored Mark Approval Scheme
10-11	Food Hygiene Training
12-13	Laboratory Testing Services
14-15	Certification Services
16-17	Mystery Guest / Mystery Shopper
18	Supplementary SGS Services

A close-up photograph of a hotel valet. He is a young man with dark hair, wearing a white dress shirt, a dark tie, and a dark blue vest. He has a name tag on his vest that reads "FRANCE". He is smiling slightly and looking down at a silver tray he is balancing on his left hand. The tray is lined with a white cloth and contains a silver sugar bowl with a lid and a small white card holder filled with cards. The background is a dimly lit, wood-paneled interior, likely a hotel lobby or hallway, with a warm light source visible in the distance.

WHEN YOU NEED TO BE SURE,

WE ARE ALL YOU NEED TO KNOW.

OUR CORE ABILITIES BUILD TRUST BETWEEN CONSUMERS, COMPANIES AND GOVERNMENTS. WHEN THERE IS TRUST THROUGHOUT SUPPLY CHAINS, TRANSACTIONS ARE SIMPLER AND MORE EFFICIENT, MARGINS ARE HIGHER AND BRAND REPUTATIONS ARE PROTECTED.

OUR COMPLETE RANGE OF SERVICES PUT YOU AT THE CORNERSTONE OF CONSTANT IMPROVEMENT BY HELPING TO REDUCE RISK, IMPROVE EFFICIENCY AND ENSURE COMPLIANCE TO CONTRACTUAL OR REGULATORY REQUIREMENTS. THEY ENHANCE PRODUCTIVITY AND IN A COMPETITIVE BUSINESS ENVIRONMENT, HELP TO GET SAFER PRODUCTS TO YOUR CONSUMERS, FASTER.

WHEN YOU NEED TO BE SURE.

HOSPITALITY SERVICES TO SAFEGUARD YOUR REPUTATION

With a wide range of independent auditing, testing, certification, technical support and training services designed for the hospitality sector, we ensure that companies worldwide are able to monitor and demonstrate compliance to safety, quality and regulatory standards. We partner with our clients to develop tools to assist them identify and mitigate risk as well as differentiate and improve efficiencies so as to continually meet their guests expectations.

REPUTATIONS ARE BUILT THROUGH

OUR IMPARTIAL SERVICES WORK ACROSS NATIONAL AND LANGUAGE BOUNDARIES, ENABLING SGS TO DELIVER SERVICES TO OUR CLIENTS' REQUIREMENTS AND STANDARDS IN MANY PARTS OF THE WORLD.

Whether you are running one kitchen or responsible for a multi-outlet food & beverage operation, the risk of food contamination is never far away. Whatever the nature of your hospitality business it will have to meet certain health and safety requirements, and comply with stringent food hygiene regulations. Poor food hygiene carries a heavy cost for hospitality companies - in terms of profits, staff and reputation. Managing this risk is more than just possible: by applying the right practices and procedures, it can be removed.

HOW DO YOU MEET EVER-CHANGING CONSUMER CHALLENGES?

- The global traveller now has exacting expectations, wherever they are.
- Consumers are seeking evidence that appropriate systems are in place to ensure that safety and service quality are addressed.
- Organizations must take ownership for safety to mitigate risk and to protect their brands.
- As food safety and security concerns continue to increase globally, tighter controls are needed to safeguard the food supply chain, making traceability and integrated management programs essential.
- Your local hygiene inspector plans an unexpected visit to check if you are doing everything you can to comply with hygiene standards.

BEDROOM:
MYSTERY GUEST,
LINEN: FLAMMABILITY
TESTING,
POTABLE WATER

LOBBY:
MYSTERY GUEST,
AIR QUALITY,
ISO 14001/
ENVIRONMENTAL
CERTIFICATION

**COOLING TOWER:
LEGIONELLA
TESTING**

OUR HOSPITALITY SERVICES

**KITCHEN:
FOOD HYGIENE TRAINING,
MICROBIOLOGY
ANALYSIS**

**SWIMMING
POOL:
MICROBIOLOGY ANALYSIS,
CHEMICAL ANALYSIS**





HYGIENE MONITORED

Regular Food Hygiene Controls
www.sgs.com

THE MARK



HYGIENE MONITORED APPROVAL SCHEME

SGS has pioneered a global food hygiene monitoring program - the Hygiene Monitored Approval Scheme. Hygiene Monitored is a global, independent, approval scheme for food businesses focused on delivering measurable improvements in food safety operating standards.

THAT PROVES YOUR PERFORMANCE

The Hygiene Monitored program can be tailored to most food operations including hotels, restaurants, general catering, fast food operations, retail outlets and convenience stores. Robust and yet flexible, it can encompass all aspects of food hygiene and safety in these environments. The scheme can be applied to operations of varying complexity and risk, which allows businesses under the same ownership to be compared in a measurable way.

The aim of the scheme is to support companies to understand how to apply practical, 'hands-on' solutions to food safety & hygiene matters. These solutions and their methods are key to fostering the principles that will build a positive food safety & hygiene culture within your organisation.

Client corrective actions can be monitored and closed-out by use of a real-time web-based system. This helps to ensure that results and actions taken are transparent and those responsible are accountable, which drives improvements in standards at a local and business level.

The Hygiene Monitored program provides benchmarks for the food operator to be measured against, and can form the basis of an award or performance measurement scheme. The result is that each business may gain a certificate award against recognised standards to achieve minimum hygiene & food safety (process systems) standards.

The scheme produces a quantitative measure so that performance is easily tracked - and can be used to benchmark standards between establishments. A higher level award ensures that the desire for continuous improvement can exist at every level in the organisation. This new scheme has already demonstrated quantifiable business value. The frequency of audit is determined by previous audit performance, with prior agreement with the client.

Team members become more aware of the operating standards, which will enhance service quality particularly when used in conjunction with initiatives to improve the guest experience. Discerning guests can recognise the impact of the Hygiene Monitored program, which is likely to influence future buying decisions.

SGS has one of the largest global network of food specialists to undertake Hygiene Monitored audits, operating to a documented system with strict quality control procedures applied in each country. The service therefore transcends national and language barriers.

The Hygiene Monitored scheme provides an established benchmark against which the food operator shall be measured, and can form the basis of a reward or performance measurement scheme. Comparisons can be made according to area, region, or brand and performance over time can be monitored.

SGS is the only global supplier of consistent and portable food safety/hygiene solutions, wherever your business is based.

FOOD HYGIENE TRAINING

If you can protect your brand image, you will go a long way to enhancing customer loyalty and repeat business. It is of primary importance to food service operations that staff are adequately trained and food hygiene standards are maintained. In most countries, owners and managers of catering, processing and food service establishments have a legal duty to ensure staff are trained to a level appropriate for their duties and to protect the public from unsafe food practices.

FOOD HYGIENE TRAINING HELPS YOU

High standards of hygiene provide the building blocks to defend against food poisoning, food spoilage, loss of productivity, pest infestation and potential violations of hygiene regulations. In the fight against unhygienic practices, your employees are your first and front line of defence.

Employees at all levels, from entry level to managers, must be committed to food safety and trained in the skills corresponding with their work activities and responsibilities so they are competent to produce safe food. Food hygiene training should be a key element for any induction programme for all new employees with test results recorded in personnel files.

To ensure a successful and profitable establishment, managers must implement policies and systems that consider all operations not just the core business activities. For an effective food management system, supervisors and managers need a detailed and practical understanding of the threats posed by unhygienic practices.

Depending on the type of food service operation, employees should be trained to not only be able to identify points that are critical to food safety, but also to know how to implement effective control and monitoring procedures at these points - a regular disinfection timetable for instance. If monitoring (through the Hygiene Monitored approval scheme), reveals that a problem has occurred at a critical control point, controls must be in place to ensure timely and appropriate corrective action is taken. Training is very often the solution needed.

SGS has partnered with Highfield, the UK's leading food safety training company. Highfield have been creating training materials since 1982. Public & private programmes are available at four different levels. To evaluate knowledge, participants complete exercises and tests are used to reinforce learning.

Delivered by one of the largest global networks of food specialists, SGS has created one standard programme worldwide - to ensure commonality, consistency, transparency and transferability. Wherever your operation, our food hygiene training delivers a programme in the local language adapted to your business and to local regulations.

A close-up photograph of a man's torso and arms. He is wearing a light green polo shirt with thin blue horizontal stripes and blue denim jeans with a black belt. He is holding his stomach with both hands, suggesting he is experiencing pain or discomfort. The background is plain white.

TO FOSTER A FOOD SAFETY CULTURE

LABORATORY TESTING SERVICES

How do you know if your hygienic practices are robust enough to ensure there is a managed risk of food poisoning or guest complaint? Evaluation of your hygiene practices requires regular monitoring of critical control points. Taking surface, food, air and water samples at critical points and sending them for laboratory testing provides you with empirical evidence and comparative data by which your management systems can be properly evaluated and verified.

ARE YOU REALLY SURE YOUR FOOD IS

With over 40 dedicated food testing facilities around the world, SGS is able to provide an unparalleled range of routine and more specialist tests on food, feed-stuffs and packaging. These include:

- Microbiological analysis.
- Nutritional analysis.
- Contaminants (e.g. heavy metals, dioxins, acrylamide, melamine, toxins)
- Residues (pesticides, veterinary)
- Additives (e.g. colours, preservatives)
- Physical & sensory testing.

A planned sampling and testing program may include:

- Raw ingredients sampling at any point in the supply chain for chemical and microbiological analysis.
- Swabbing of work surfaces, storage and processing equipment, utensils and crockery.
- Food handler's hand rinse.
- Food, water, ice, air samples for chemical and microbiological analysis, including legionella.

Sampling with swabs is a careful process so as to protect the work area and sample from contamination during sampling, storage and transport to the laboratory. We provide sampling kits for microbiology that are specifically designed to ensure the integrity of sampling as well as the results obtained from analysis.

Up-to-date testing methods are followed to ensure compliance with industry standards and detailed reporting requirements. Common tests include:

- Enumeration of total aerobic bacteria.
- Coliforms / Enterobacteriaceae.
- E. coli.
- Coagulase positive staphylococci.
- Listeria monocytogenes.
- Salmonella species.

As food testing encompasses a wide range of parameters, specific risk-based testing regimes can be established in line with company policy, local regulations or other specific requirements.

Our testing services help companies in the hospitality and leisure sector to deliver food and beverages that consistently meets the exacting standards required by the company, the consumer and local statutory requirements.



SAFE ?

LIEVABLE WHEN YOU ARE CERTIFIED

SYSTEMS & SERVICES CERTIFICATION

CUSTOMERS ARE BECOMING MORE AWARE AND CONCERNED ABOUT ASPECTS OF FOOD SAFETY AND SERVICE QUALITY EXPECTATIONS IN THE HOSPITALITY SECTOR HAVE NEVER BEEN HIGHER. CUSTOMERS OFTEN SEEK ASSURANCE THAT YOUR COMPANY AND ITS SERVICES WILL CONTINUE TO MEET THEIR NEEDS.

You may be confident that your business can deliver on your service claims, but how do you convince potential customers and stakeholders? For many professionals, certification is often the answer. Certifying your hospitality operations can help you to drive standards and bolster your service claims, improving the perception of your establishment and organization in the eyes of your guests and customers. SGS can help you to make your claim in the area of food safety and quality to be believable. Different certification standards are relevant to hospitality companies. These include:

SERVICE EXCELLENCE

The QualiCert™ service certification scheme is the world's most recognised independent official sign of Service Quality.

HACCP

(Hazard Analysis & Critical Control Point)
The application of HACCP techniques is one of the most effective ways for food businesses to ensure consumer protection. HACCP principles developed by the Codex Alimentarius of the World Health Organisation demand that effective food safety systems are established through the application of a systematic approach to hazard and risk analysis.

ISO 22000

The ISO 22000 standard defines food safety management requirements for companies that elect to meet and exceed global food safety regulations.

BRC/IFS

To comply with one of these schemes, the food supplier must adopt three main criteria in their management systems:

- Implement HACCP;
- Adopt and document a quality management system; and
- Control production environment standards, products, processes and personnel.

ISO 9001

Our global standard that has the capability to track the performance and improvement of your quality management system simply and efficiently over time.

To date, thousands of small and medium size companies, as well as multinationals, have used SGS as their certifying body to perform their food safety management systems audits against various international standards, confirming SGS as the world's preferred certifying body in food safety.



MYSTERY GUEST AND MYSTERY SHOPPING ARE WELL PLANNED AND EXECUTED MECHANISMS THAT REVEAL THE BEHAVIOURS AND PRACTICES, PRODUCTS AND SERVICES THAT EXIST

THE TRUE ME

WITHIN YOUR ORGANISATION. POSING AS A REGULAR CUSTOMER, OUR MYSTERY GUEST PERFORMS THE NORMAL ACTIVITIES OF ANY POTENTIAL GUEST OR CONSUMER.

The delivery of hospitality services involves an interaction between guests and staff. All guests in the hospitality and leisure sectors expect a positive experience, from an initial, memorable welcome that continues for the rest of their visit - regardless whether your primary business function is dining, lodging, entertainment, travel, tourism or leisure. The purpose of the Mystery Guest service is to help businesses identify the gaps between a company's standard operating procedures and codes of conduct and how they are executed in practice and so, ultimately, to increase sales through remedial actions to raise awareness and improve behavioural routines.

Our Mystery Guest service offer is designed to mirror the guest experience within your organisation, in order to measure the "moments of truth". The activities that our Mystery Guest / Mystery Shopper teams may undertake include but are not restricted to:

At the outset, we coordinate with the stakeholders within the organisation to ensure that the right measures are in place. The Mystery Guest will then check whether the team has been successful in establishing the perfect client experience.

- The mystery guest reporting is provided in the form of qualitative feedback and quantitative measurement.

ASURE OF SERVICE QUALITY

- Make an enquiry and register for membership
- Make a phone reservation or booking
- Visit to dine and / or experience the entertainment
- Make an overnight stay in a hotel, which may include use of some or all of the facilities
- Purchase a product, examining the product presentation and attributes
- Seek advice from reception, management or a central function
- Register a complaint or ask the management to go "the extra mile".

The visit concludes with full feedback and a review of the interactions with your personnel. Ultimately, the guest perception and experience is the true measure of service quality. Our service:

- We will develop a unique measure of customer experience which mirrors your vision regarding customer service
- Together, we will determine the specific target client groups your attention should be directed to. We appoint our Mystery Shoppers from the same target groups in order to ascertain an objective evaluation

The Mystery Guest results can be benchmarked and trends established and monitored. In this way, issues and opportunities are clearer. Mystery Guest provides enlightening feedback which commonly creates a great source of ideas and is an ideal instrument to motivate staff and to drive enhanced service quality.



**SGS PROMOTES A FULLY CONNECTED, INTER-DISCIPLINARY RANGE OF BUSINESS FUNCTIONS.
THIS MEANS THAT OUR SERVICES CAN BE MIXED AND MATCHED ACCORDING TO YOUR NEEDS.**

SGS SERVICES: WE ARE ALL YOU NEED TO KNOW

In a typical hotel your service reputation counts for everything. To successfully deliver an experience that continually meets and exceeds guest expectations, there are a wide range of products and practices that need to be closely evaluated and monitored. A typical guest room contains electrical devices, linen and bathroom products and fixtures and fittings.

In addition, a range of equipment is installed to ensure a comfortable visitor experience. From air conditioning or cooling units, central heating systems, pressurised equipment & systems, swimming pool filters and auto-dosing systems, to kitchen appliances, high & low voltage equipment and elevator operating systems,

Our environmental expertise offers field-based and laboratory services that cover sampling and monitoring in a number of areas, including: air, water, waste, noise & vibration and asbestos.

Likewise, our social compliance programmes help to certify your corporate social responsibility policies by evaluating operations according to social, ethical and environmental criteria.

Whatever your involvement within the hospitality industry, we are able to offer food supplier management programmes, to include provenance and traceability programmes, consulting support and grower and supplier assurance programmes (GMP, EurepGAP, supplier audit).

SGS is there to provide the technical know-how to monitor, evaluate and test performance. Each product or service carries an inherent risk and needs to be checked for regulatory compliance. Most importantly, they must conform to your standards.

WHEN YOU NEED TO BE SURE.



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