



# SGS HOSPITALITY EXCELLENCE PROGRAMME

## VOLUNTARY QUALITY MARK SCHEME FOR HOTELS

Increase business opportunities, manage and mitigate risk and showcase your hotel to tour operators and travellers alike, with our Hospitality Excellence Programme.

International ratings systems vary dramatically in format, key performance indicators (KPIs) and transparency. Our hospitality excellence programme helps you to stand out from the crowd, by offering customers, tour operators and insurers independently verified confirmation of your establishment's food safety and environmental management practices.

Unlike existing certification schemes, the hospitality excellence programme is voluntary and based on regular, unannounced third party assessment of an establishment's current best practice. It helps ensure that its management is aware of potential risks and takes appropriate measures to reduce them.

Consumer confidence is bolstered by the publication of results on a dedicated website that ensures the public can verify an establishment's certification. This innovation places a hotel's reputation management in the hands of each business. Perform well and potential customers can see the evidence.

## EXCELLENCE MODULES

Reflecting market needs, this programme comprises one mandatory module and a range of voluntary modules to compliment your business. The voluntary modules are currently under development.

### Food Safety (mandatory)

- All aspects of food sourcing, management and preparation.
- Hygiene and cleanliness of storage, preparation and serving areas.

Additional modules are available upon request to meet specific establishment and client needs. Each module has its own standard operating procedures (SOP) and checklist.

Providing an overall assessment of an establishment, the results can also be used for benchmarking and comparison across your enterprises, both domestically and internationally. Our global network of experienced auditors deliver consistent results, wherever they are located, thereby ensuring that audit results are comparable around the world. Additionally, clients can identify and analyse trends using the Steton tool.

## THE PROCESS

Businesses participating in this programme agree the modules to be included, a minimum number of interventions and regular unannounced assessments. The programme is based on three main components:

- Audit of premises and practices, including photography.
- Sampling and testing in an ISO 17025 accredited laboratory.
- Reporting – three-part scoring system supported by assessor statements and a follow-up mechanism.

The number of on-site assessments may be varied according to the establishment's performance and any risks identified. This flexibility proves your commitment to quality and continuous development.

## MARK OF EXCELLENCE

Establishments meeting the hospitality excellence programme criteria qualify for a Certificate of Compliance and can use the SGS Approval Performance Mark on premises and marketing tools to highlight their success.



## PROGRAMME REFERENCES

Internationally, the hospitality sector is judged against a wide variety of standards, regulations and voluntary codes. To improve management and public perception of the industry, our hospitality excellence programme draws together legal compliance needs with the best of the voluntary schemes, set new standards and help operators better manage their hotels. References:

- SGS Hygiene Monitored Programme.
- Codex Alimentarius CAC/RCP 1 – 1969 Rev. 4 (2003).
- HACCP pre-requisites.
- Federation of Tour Operators – Food Hygiene, Preferred Code of Practice (June 2007).
- Reviewed testing limits, and for swabbing: DIN 10516:2009-05, Food Hygiene – Cleaning & Disinfection.
- Applicable local regulations.

## WHY SGS?

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 75,000 employees, SGS operates a network of over 1,500 offices and laboratories around the world.



We are a leading independent third party service provider and offer efficient solutions to help safeguard quality, safety and sustainability throughout all stages of the food supply chain. The Hospitality Excellence Programme can extend this support to all aspects of your establishment from housekeeping to front of house and customer safety.

With a presence in nearly every single region around the globe, our experts speak the local language, understand the culture of the local market and operate globally in a consistent, reliable and cost-effective manner. We have a harmonised approach to delivering services to our customers, leveraging the largest independent network of hospitality and food service experts in the world.

## CONTACT US

For more information about our solutions, please visit [www.sgs.com/hospitality](http://www.sgs.com/hospitality) or email, [foodservices@sgs.com](mailto:foodservices@sgs.com).