

IMPROVE EFFICIENCY & MITIGATE RISK

Our detailed reports and tailored assessments by experienced professionals drive operational improvements, with debriefs and consultations for effective management guidance.

OUR AIM

Capcon's Mystery Guest services offer comprehensive evaluations for hospitality businesses. By anonymously assessing the guest experience, these services help identify strengths and areas for improvement. This invaluable feedback is designed to enhance guest experiences, improve service quality, manage risk, enhance customer satisfaction and loyalty, and grow profit.

WHO WE SERVICE

PUBS & HOTELS

SPORTING VENUES

EVENT SPACES

THEATRES

RESTAURANTS

RETAIL

VINEYARDS

HOLIDAY PARKS

CASINOS

WHAT WE ASSESS

- ☒ Service Quality
- ☒ SOPs
- ☒ Payment Handling
- ☒ Ambiance
- ☒ Management Visibility & Staff Direction

- ☒ Risks/Inefficiencies
- ☒ Customer Expectations
- ☒ Staff Knowledge
- ☒ Guest Interaction
- ☒ Transaction Logging for Checking Against Epos

Unveiling Your Service Potential & Protecting your Business

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