



CASE STUDY

Hospitality Now

Providing Hospitality Now with tools to understand its client's customer base.





Background

As a worldwide leader in the Quality Assurance services, Hospitality Now provides Brand Quality Auditing and Mystery Shopping Services for companies in the Hospitality and Food Service industries. As a third party auditor, the company uses RizePoint software to help its clients create custom audit forms, collect data and share information in real-time for quicker decision-making and implementation of solutions.

Overview

Prior to using RizePoint software, Hospitality Now conducted audits using Excel spreadsheets, which required manual data entry and manual data transfer to other platforms; a tedious process, which delayed reporting and contributed to auditor fatigue. With RizePoint, Hospitality Now is able to eliminate those issues completely. Auditors can enter data directly into the RizePoint dashboard and upload the information automatically to the necessary parties and begin implementing an action plan.

In addition to faster and better reporting, RizePoint software allows Hospitality Now to create custom audits that elevate brand and safety standards above required levels and create a safety buffer that protects its client's reputation. While working with a popular hotel chain, auditors noticed that many of the bathroom linens appeared frayed on the ends, a seemingly small detail, but one that had the potential to hurt customer perception of the company and increase materials costs over time. Using RizePoint the company was able to immediately add an inspection of the dryer drums to its auditing forms and prevent any further damage to its reputation and linens. Hospitality Now relies on RizePoint to help its clients truly understand their position and get to where they truly want to be.

“Using RizePoint helps a company preserve its reputation and strengthen its integrity with its customer base because it shows the customer that the company has taken upon itself the responsibility of ensuring that it is compliant with its own company guidelines.”



Michael Flath
Owner of Hospitality Now



**EMPOWERING YOU TO BUILD
A HIGH PERFORMANCE ORGANIZATION.**

RizePoint – formerly Steton Technology Group – is the global leader in software solutions that proactively safeguard enterprise compliance—for both internally-imposed standards and externally-imposed regulations. RizePoint software is purpose-built to clearly align and unify field teams, regional management, and executive leadership around the organization’s compliance performance. Our customers gather better data, see necessary actions earlier, and act faster to correct issues before they become costly liabilities. Considered the industry standard for food service, hospitality, and retail, RizePoint mobile and cloud-based solutions serve nearly 2 million audits with 200 million questions answered annually.



FIND OUT how RizePoint can help you improve your operation today.

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RIZEPOINT BY THE NUMBERS

Millions

of Audits Per Year

285,000

Users

27,000

Hotels and Resort Properties

120

Countries and Territories

V

Languages Supported