



# The Cavendish

London

## **THE CAVENDISH ACHIEVES “HOSPITALITY ASSURED” STATUS**

The Cavendish has achieved Hospitality Assured, the prestigious industry-specific standard for delivering service and business excellence in hospitality.

Hospitality Assured is run by the Institute of Hospitality and supported by the British Hospitality Association. It is the only standard within the Hospitality Industry that focuses on the customers' experience. The process for achieving the Hospitality Assured recognition is rigorous and takes into account customer opinion and all aspects of service from the customers' point of view. Guests can therefore be confident of having a memorable experience in a Hospitality Assured operation.

Commenting on achieving Hospitality Assured, a delighted Ciaran Fahy MIH, General Manager at The Cavendish, said: “We set ourselves the objective of achieving the Hospitality Assured accreditation two years ago. During this time Hospitality Assured gave us a route-map to success, enabling us as a management team to achieve a Guest Satisfaction Score of 89%”.

Ciaran continued: “The Institute of Hospitality provided excellent support, reviewing our progress to ensure we were on track. In the past two years, our team has developed its ability to plan strategically and implement focused action plans to make a step change in performance”.

The Hospitality Assured accreditation for The Cavendish was undertaken by a team of independent UKAS (United Kingdom Accreditation Service) assessors from MQA Ltd on behalf of the Institute of Hospitality, which is the professional body for hospitality industry managers worldwide.

The Institute of Hospitality Chief Executive, Philippe Rossiter FIH said: “I would like to congratulate Ciaran and his team on the hotel's fine achievement in gaining Hospitality Assured, with an initial overall score that is well in excess of the minimum required to gain the Standard. This reflects the hotel's determination and commitment to continuously improve the high quality of service and business excellence it provides its guests”.

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**For further information or photography, please contact:**

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