

## Mystery Experiential Shopper (Asia)

### Description

Polished Service serves the need for quality assessment and training on guest experience standards for discerning hospitality brands worldwide. Our expertise comes from our trainers and inspectors – with collectively over 50+ years of luxury-brand hospitality experience among them. With offices in North America and Asia, we are uniquely positioned to provide optimal services to our clients in these regions.

### Responsibilities

Polished Service, through its **Validate** program provides client properties with valuable feedback to help highlight opportunities to improve service. To provide this service, Polished Service seeks incognito inspectors with a strong knowledge of local culture, language and geography – who have a flair for hospitality. Ideal candidates would be based in Asia-Pacific region. The Mystery Experiential Shopper will be responsible for conducting anonymous visits to assigned hotel, and gather information on the customer journey experience.

- Evaluate properties objectively answering specific questions and submit evaluation report within the timeline stipulated
- Manage travel itinerary on assignment in a cost-effective manner in conformance with policies and procedures
- Submit photographs, and other media information where appropriate to augment the evaluation report
- Maintain meticulous notes on each interaction experience to assist in evaluation reporting
- Communicate effectively and succinctly
- Execute a minimum of five evaluation audit trips each month, each evaluation between 3 to 4 days duration
- Attend meetings via teleconference when required
- Maintain professional and appropriate demeanor at all times

### Qualifications

#### Required

- 5 to 7 years of Hospitality experience. Knowledge about different hotel departments
- Understanding of luxury hospitality standards
- Extremely organized, mature and independent worker
- Detail oriented with strong ability to capture experience, keep meticulous records and prepare accurate summary of experience
- Strong verbal communication skills in English or local language. Possess clear English writing skills to provide accurate details of the experience
- Be able to travel to destination of shop and possess valid documentation to travel to the destination country
- Enjoy moving about a property in a discreetly engaging manner
- Must be located near a major international airport
- Ability to travel on weekends and weekdays
- Ability to consume food and drink as required for evaluation purposes

#### Preferred

### Employment Type

Contract

### Beginning of employment

On-going

### Industry

Hospitality

### Date posted

December 11, 2018

- Luxury hospitality experience
- Verbal communication in one ore more regional language (Cantonese, Mandarin, Malay, Tagalog, Hindi)

**Apply Now!**

Name \*

Email \*

Cover Letter

Paste Resume here \*

Do you have a valid passport? \*

Are you willing and able to travel internationally? \*

GDPR Agreement \*

Phone

Submit