



International Forum – 2021 Portugal.EU

TUI Deutschland Concepts & Quality Management / Hotel Consulting

21st of January 2021

Bettina Neubauer



The customer in the centre of our activities

Influence of guest feedbacks on training and staffing in hotels



BETTINA NEUBAUER

HEAD OF QUALITY MANAGEMENT, HOTEL CONSULTANCY

AND HOTEL CONCEPTS

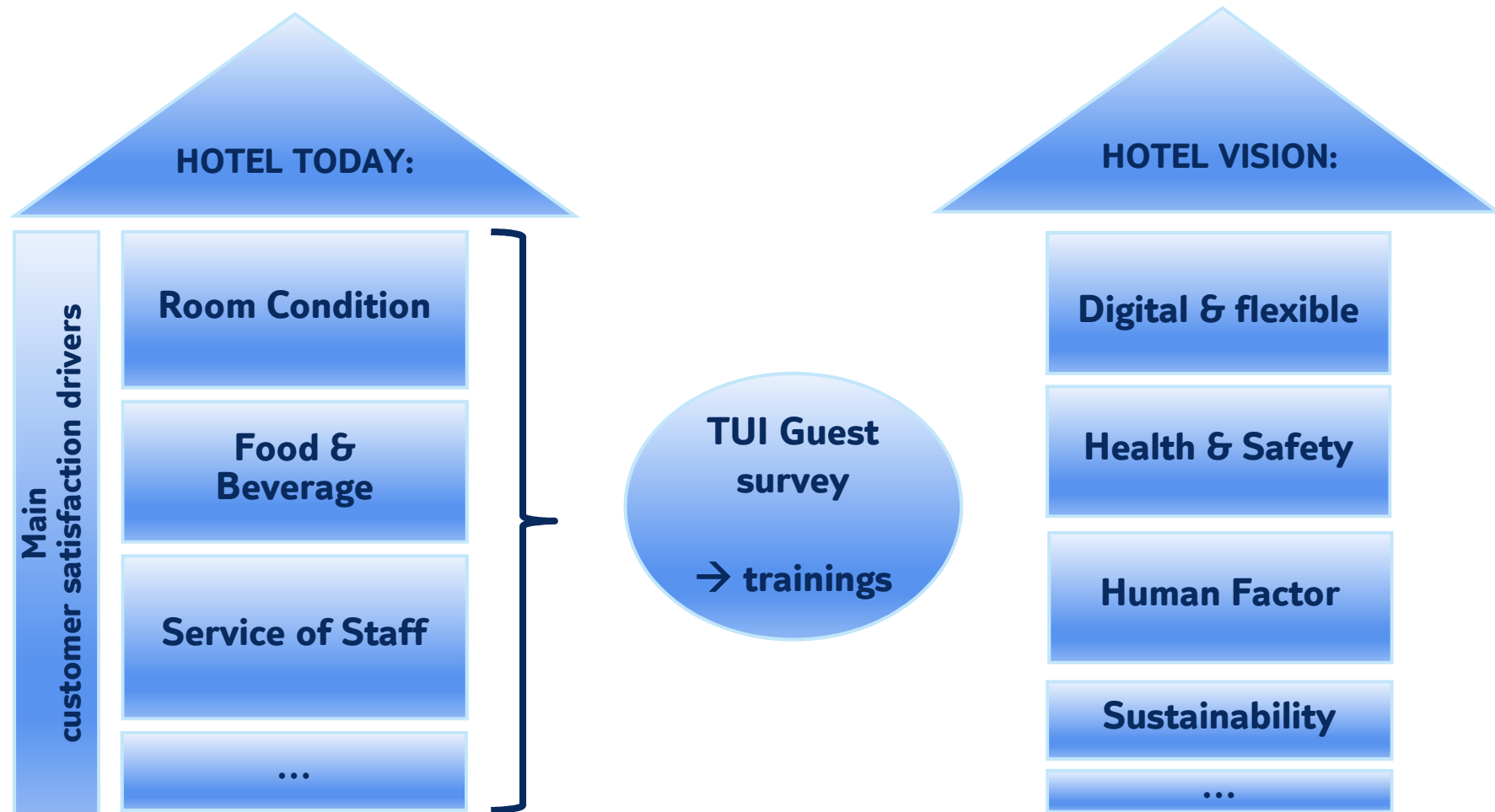
TUI DEUTSCHLAND

CUSTOMER EXPECTATION TODAY AND IN THE FUTURE

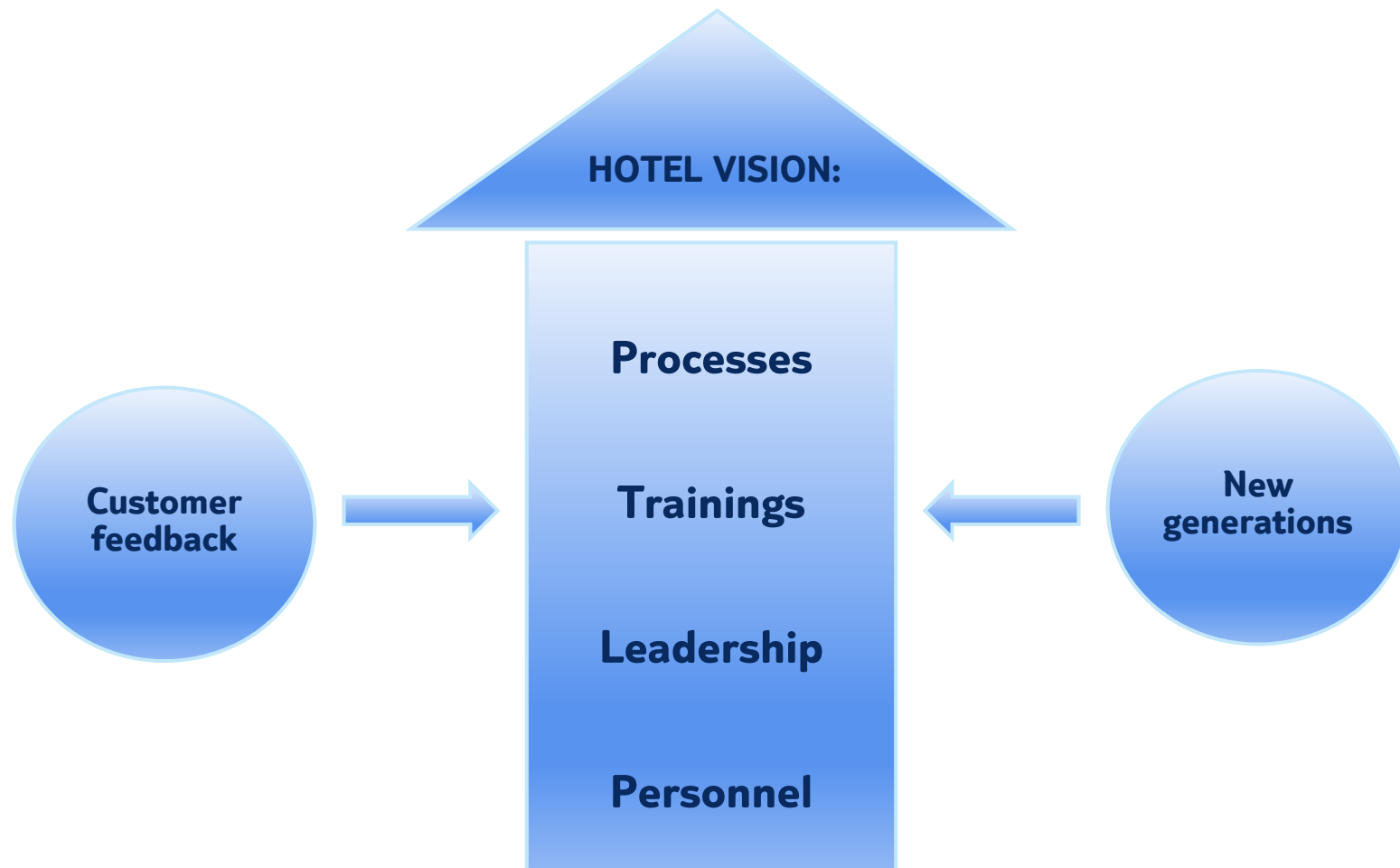
**INFLUENCE ON LEADERSHIP, STAFFING, PROCESSES &
TRAININGS**



What are the important factors for clients in our hotels today and tomorrow?



New topics generate changes for hotel management and thus our hotel consultancy / concepts



Quality will remain
the key for success!

THANK YOU FOR YOUR ATTENTION!

