

ISO 22483 Tourism and related services-Hotels- Service requirements

ISO 22483 covers a series of quality requirements for hotels and provides recommendations regarding staff, service, events, entertainment activities, safety and security, maintenance, cleanliness, supply management and guest satisfaction.

The aim of ISO 22483 is to enable hotels to offer a satisfactory guest experience, promote direct and indirect guest loyalty by enhancing and improving service quality in terms of physical facilities and various services in hotels. The standard is designed for different hotel types, business models, sizes and services, and developed to meet current customer demands and global trends.

Benefit

- Improve guest services right from reservation to checkout
- Improve cleanliness, hygiene and food safety
- Help to offer structured and planned entertainment activities for the guests
- Promote risk and accident prevention in the hotel.
- Improve safety and security of guests, staff and premises
- Improve overall experience of the guests and their satisfaction level
- Increase business sustainability of hotels



國際認可認證有限公司
Accredited Certification International Limited

Tel: 3977 8983
Fax: 2806 1940
enquiry@aci-limited.com
www.aci-limited.com

國際認可認證

ISO 22483

旅遊及相關服務-酒店-服務要求



ISO 22483 涵蓋了酒店的一系列質量要求，並在不同方面提供建議，包括員工、服務、活動、娛樂活動、安全和保安、維護、清潔、供應管理和客人滿意度。

ISO 22483 的目標是通過在酒店的物理設施和各種服務方面加強和改進服務質量，使酒店能夠提供令人滿意的客戶體驗，提升直接和間接的客戶忠誠度。該標準專為不同的酒店類型、商業模式、規模和服務而設計，以迎合當前客戶需求和全球趨勢。

好處

- 改善從預訂到結賬的客戶服務
- 改善清潔、衛生和食品安全
- 幫助為客戶提供結構化和有計劃的娛樂活動
- 促進預防酒店的風險和事故
- 提高客戶、員工和場所的安全保障
- 提高客人的整體體驗和滿意度
- 提高酒店業務的可持續性



國際認可認證有限公司
Accredited Certification International Limited

Tel: 3977 8983
Fax: 2806 1940
enquiry@aci-limited.com
www.aci-limited.com

ISO 22483 Tourism and related services-Hotels- Service requirements

TTO1	ISO 22483 Introduction	3 hours
Details ~ ISO 22483 Tourism and related services principle ~ ISO 22483 certification worldwide ~ Certification process and its necessary requirements		
TTO2	ISO 22483 Effective Application	1 day
Details ~ Introducing ISO 22483 ~ Review on the requirements and implementation guidelines of ISO 22483 ~ The direction of ISO 22483		
TTO3	ISO 22483 Documentation	1 day
Details ~ISO 22483 requirements for documentation and why documentation required ~Process approach to create practical documents ~System Documentation		
TTO4	ISO 22483 Internal Auditor Training	2 days
Details ~ Documentation review ~ Comparison between internal and external audit ~ Tourism and related services requirements auditing ~ Internal audit results evaluation and reporting		



國際認可認證有限公司
Accredited Certification International Limited

Tel: 3977 8983
 Fax: 2806 1940
 enquiry@aci-limited.com
 www.aci-limited.com

Date	Courses are organized once a month. Detailed schedule can be found on our website.
Venue	ACI Training Centre
Methodology	Presentation, Workgroup Discussion, Case Study & Exercise
Certificate	Certificate of successful completion will be issued to delegates who have attended full course

國際認可認證

ISO 22483

旅遊及相關服務-酒店-服務要求

TTO1	ISO 22483 入門	3小時
內容 ~ ISO 22483 旅遊及相關服務原則 ~ ISO 22483 認證在全球的發展概況 ~ 瞭解認證程序及基本要求		
TTO2	ISO 22483 有效應用	1 日
內容 ~ ISO 22483 概述 ~ ISO 22483 之要求及實施指引的檢視 ~ ISO 22483 要求之發展及其影響		
TTO3	ISO 22483 文件處理	1 日
內容 ~ISO 22483 對文件的要求及為何有此要求 ~過程方法以建立實用文件 ~系統文件		
TTO4	ISO 22483 內部審核員培訓	2 日
內容 ~ 體系文件系統檢視 ~ 內部與外部審核之比較 ~ 旅遊及相關服務酒店服務要求之審核(包括審核方法、準備、審核技巧和報告) ~ 內部審核結果評估和報告		



國際認可認證有限公司
Accredited Certification International Limited

Tel: 3977 8983
enquiry@aci-limited.com
www.aci-limited.com

上課日期	培訓課程每月舉辦一次，具體開課日期可瀏覽本公司網頁
地點	ACI 培訓中心
上課模式	講解、小組討論、練習及個案研習
獲取資格	完成課程之學員將獲頒發課程完成證書乙張