

# Quality service rewarded

The four-star Pergola Club Hotel in Mellieha recently received a certificate from the Malta Tourism Authority for Quality Service. This was awarded following an audit carried out by MEJORIS Hospitality Consultancy Services

The presentation was made by the MTA Chairman, Mr. Samuel Mifsud, and guests included a number of key people involved in the process, including the hotel's Managing Director Mr. John Grima and General Manager, Mr. David Debono. The Managing Partner of MEJORIS, Mr. Charles Martin, was also present for the event.

The mystery guest audit covers all aspects of the hotel services as provided to the customer, including: reservations, welcome, reception, public areas, the bedrooms, food and beverage, and miscellaneous services. The MTA has produced an extensive checklist that covers both the physical aspects and the service element of the operation.

The audit is a voluntary scheme aimed at assisting hotels to improve their overall operations, and is a tool that can be used in their marketing strategies. Furthermore, hotels that achieve this award are also promoted on [www.visitmalta.com](http://www.visitmalta.com) through an easily recognisable icon and a clear explanation highlighting the value of this accomplishment.

A number of mystery guest companies, endorsed by the MTA, may be contacted by the hotel management to carry out this audit. Successful hotels will be awarded a certificate acknowledging their achievement.

The MTA encourages hotels to participate in this scheme and for further information you may contact the Quality Assurance Unit on 22915272 or [john.magri@visitmalta.com](mailto:john.magri@visitmalta.com)



In the photo from left: Mr Sam Mifsud is seen presenting the certificate to Mr John Grima, the managing director of the Pergola Club Hotel and Spa. Also in the picture are (from left) Mr Frank Farrugia from the MTA, Mr David Debono and Mr Charles Martin.

