

To whom it may concern

Certification of operational service upgrade consultancy

Conrad Koh Samui, a luxury 80 pool villa resort of the Hilton Brand has enjoyed a service upgrade agreement with Gregor van Saan.

Whilst initially experiencing the Conrad Koh Samui operation from the eye of a customer, Gregor van Saan, has entered into operational service upgrade consultancy agreement with the hotel.

During a period consisting of two visits of each 7 days, Gregor van Saan has studied, identified and implemented various processes to upgrade the service flow of the hotel as well as introduced and upgraded a resort host program allowing to service guest more efficiently and productive.

Gregor van Saan wide range of expertise allowed him to get involved in the departments of housekeeping, food & beverage and culinary as well as front office.

His hands on approach and deep dive into the daily operation with the various departments allowed him to gain deep trust with rank and file team members, giving them the chance to express any concerns and suggestion to improve their operational effectiveness. It is a perfect way to mediate between management and team to source suitable solution for improvements within brand standard guidelines.

In the department of housekeeping Gregor van Saan has introduced more efficient cleaning processes and methods; tactics of self-inspections as well introduced and implemented staff friendly check lists.

In Food and Beverage Services Gregor van Saan was tasked to improve the service efficiency of the popular in-villa dining service process catering for 80 pool villas spread over a hilly area of 65 acres. His analysis of the existing service flow together with menu engineering allowed him to identify and rectify various obstacles that hindered a smooth flow and guest experiences and turned them into a service flow friendly for the team members and a customer improved experience.

The Front Office Department got introduced to the benefits of a resort host program. This allows our high demanding clientele to be connected with a resort host who has become a trusted point of contact for all kind of customer requests.



Gregor van Saan way of working is efficient and detailed. His ability to connect with the team fast allowed him to gain many insights that assisted him to find efficient solutions improving the operation in the various departments. His services went far beyond expectations and even when away from the property Gregor van Saan invested precious time for follow ups, status check and task assignments to ensure that his implemented process remain in action and even improve further based on feedback of the team.

I can only recommend Gregor van Saan Service upgrade consultancy program for properties in need of fine tuning their existing operational standards but also for hotels looking to cater for demanding customers and in need of better service processes. His impact was instantly measured through the SALT guest service loyalty program score improvements, as well as the Quality Audit score improvement.

As a frequent traveller in luxury hotels and various project in customer relation improvement projects Gregor van Saan carries a perfect knowhow and experience to provide great solutions.

We wish Gregor van Saan great success on his future projects and look forward to welcoming him back to Conrad Koh Samui in near future again! For further information and reference I can be contacted anytime.

Stefano Ruzza

4 , 6

General Manager

Conrad Koh Samui

Stefano.ruzza@conradhotels.com