

RESTAURANT & BAR TECH LIVE

HGEM Unveils New Guest Experience Platform that Combines Guest Insight with Team Performance at Rest

Guest Experience Management experts HGEM are delighted to be demonstrating their new Guest Experience Management (GEM) platform 'The Hub' at Europe's leading event dedicated to the emerging technologies that are forming the future of the restaurant and bar industries.

Come and meet the HGEM team at our stand 2644 over the 25th and 26th of September 2018 at ExCeL, London and you will be able to experience first hand our new product aimed at rapidly equipping managers with all the insights necessary to monitor not just the guest experience but also its relationship with the team's performance on core standards.

HGEM Managing Director, Steven Pike, said: "We have been measuring and assessing experiences in various ways for many years. But effective Guest Experience Management always starts with your team. Engaging team members at an early stage, helping them to buy into the unique culture of the brand and to understand what is expected from them is vital to ensure you deliver an exceptional guest experience.

Steven continues: "We are delighted to be part a show that offers incredible opportunities for businesses to test, discover and experience the most innovative products, systems and services in the industry. Our new product will help managers to monitor their social reputation, listen to their guests and review team performance in detail, in the one place. The net result is better managed guest experiences and a greater likelihood of returns and recommendations."

HGEM Client Success Manager, Jason Horn, will also be sharing his views on the emerging strategies which could transform the way businesses engage with their customers during a panel debate on the 26th September at 3.00pm.

So, if you are looking to increase your customer interactions, improve your overall customer experience that you can't afford to miss this session. For more information visit www.restauranttechlive.co.uk/speakers/jason-horn/

If you have not already ordered your free tickets get them now at www.restauranttechlive.co.uk and to arrange a free demo of our platform 'The Hub' at the show, contact HGEM today on 01225 470999 or email enquiries@hgem.com and make sure you don't miss out!