

Food Services



Valued Quality. Delivered.

# Solutions for hospitality





## Local presence with a global reach

### One-stop-shop for your needs

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The hospitality industry faces new and diverse challenges each day. You need to ensure you stay ahead of the local competition and deliver a premium service to your customers whilst maintaining the reputation of your large global brand to guarantee customer satisfaction and repeat business.

Tourism has recently been severely influenced by changes in the economy. The rising cost of oil prices, the financial market and climate change have transformed consumption habits of tourism and altered core customer profiles.

To stay ahead, the tourism industry needs to adapt its services, target new segments and geographies, and adopt new technology.

Customers are now more aware of the importance of sustainability and protecting the environment, but yet demand a high level of service, quality of ingredients, nutritional value, origin and traceability in their products

How, do you ensure your hotel meets these rising expectations?

#### Hotel industry solutions by Intertek

Intertek has a wealth of experience dedicated to servicing the hospitality industry, with a worldwide reputation offering quality and value.

Through our experience in global analyses, inspections, audits, training and consulting, we are able to support you whenever and wherever you need us.

#### Your Suppliers: Our global solution

We offer a **Global Supplier Management** platform to manage and support your supply chain, focusing on four core stages:

- Collection and cleansing of supplier information
- Business profile completion
- Risk-based analysis and reporting

- Verification services: Identity and credential verification; Onsite verification; Audit services (social, environmental, quality and security)
- As a result, verified supplier profiles are created, including financial information, company profiles, product quality and safety, security, sustainability and social responsibility.

This gives you the ability to evaluate and improve your supplier performance in these areas.

#### Your hotel: Our auditing & certification solutions

We have the knowledge, experience and global presence to support and guide you through the entire audit and certification process, helping you to meet the challenges and maximize the benefits.

- Systems Certification: Intertek is accredited to certify several globally recognised standards including: FSSC 22000, ISO 9001, HACCP, Good Catering Practice (GCP)
- Social & Environmental Responsibility: Our certification services cover a wide variety of sustainability and social responsibility certifications, including: Marine Stewardship Council (MSC) Chain of Custody (CoC), ISO 14001, OHSAS 18001; Workplace Conditions Assessment (WCA) and Think Green Initiative (TGI).
- 2nd Party Audits: We can evaluate your individual hotel or chain according to your own set of benchmarks for quality and safety.



# Solutions where it matters

## Your hotel: Our analytical solutions

Intertek uses the latest methods and technology to identify risk factors, improve quality, efficiency, and add value to the market. As your testing partner, you can be sure of fast turnaround times and accurate test results demonstrating compliance with statutory requirements.

### Restaurants and Bars

As your partner in testing, we guarantee fast response times and accurate test results, demonstrating compliance with legal requirements.

- **Microbiological testing:** Our team of world class microbiologists uses the latest technology to test the full range of pathogens and indicators, and to determine the shelf life of products. We use a variety of methods to suit your needs, ranging from the ELISA methodology to the classical methods depending upon the response time requirements. Our Microbiology laboratories operate 24 hours a day, all year round and sample collection services are performed under controlled temperature units or carried out at your suppliers around the world.
- **Nutritional analysis;** our state-of-the-art facilities are equipped to determine values for all mandatory and voluntary measures, including calorie, carbohydrate, fat, protein and fibre content, as well as vitamins and minerals.
- **Analysis of contaminants:** Our laboratories provide trace analysis that is needed to detect, identify and quantify the presence of aflatoxins, mycotoxins and pesticides. We can help you with a variety of needs, including tests for species identification, detection of GMO and allergen testing.
- **Species identification;** we use advanced methodologies including RT-PCR (Real-Time Polymerase Chain Reaction), to extract DNA from food products, and accurately identify the species. Animal species we can identify include pig, cow, sheep, horse, donkey, deer, dog, fox, chicken, duck and goose.
- **Environmental testing:** We provide a comprehensive service from swabbing regimes to personnel monitoring and equipment hygiene surveys. We also provide water testing for drinking water and sanitary water for the control of Legionella.

## Sanitary waters and pools

**Water for Consumption:** Providing safe drinking water is critical to maintaining the health of your guests, we can assist you with a routine of regular tests in accordance with the applicable national law.

**Water Swimming:** Pool water and Jacuzzis can be breeding grounds for bacteria and pollutants. We can help you to ensure you comply to national law.

**Hygiene Surfaces:** Providing you with a full service of handlers and surfaces swabs, resorts hygiene, spas, bathrooms and wet areas surrounding swimming pools and jacuzzi's.



## Your staff: The Intertek Academy

Intertek training programmes address a broad range of subjects, are customised, and can be delivered online, on-site, or at any Intertek office around the world. Operating at the forefront of international and local regulatory developments, customer and legal compliance requirements, as well as good manufacturing and compliance practices, our experts have the experience to ensure that your key staff and management will be up-to-date on key compliance issues, technical expertise, and more.

Protecting  
your brand's  
reputation

Intertek is a leader in quality solutions for industries worldwide. From auditing and inspection, to testing, training, consulting, quality assurance and certification, Intertek adds value to products, processes and assets of its customers. With a network of more than 1,000 laboratories and offices and over 36,000 people in more than 100 countries, Intertek supports companies to succeed in the global market. Intertek helps clients meet the expectations of end customers in safety, sustainability, performance, integrity and convenience in the global market.



For more information on **Food Services**  
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