

Survey Solutions

Gain insights that impact ROI.

Engaged employees and satisfied customers are the backbone of any business. UniFocus' industry-leading survey technologies link service standards to employee and guest perceptions, delivering accurate and actionable solutions for any service industry business. Our surveys ask the right questions, honed from years of industry expertise, to provide the insights you need to drive your top line.



GUESTScope: Increase your guests' intent to return and recommend with the survey solution that brings immediate results.

GUESTScope tracks every facet of guest satisfaction and identifies issues most important to your guests, allowing timely, targeted and informed actions that positively impact perceptions. Instant guest-at-risk email notifications and a Survey Response System enable immediate and direct replies to guest feedback. Stay and service attributes create rich data that helps you fully understand the nuances of the guest experience. Revenue at Risk shows the relationship between guest experience and potential dollars lost. DAP analysis helps identify solution costs. And our dynamic dashboard lets you view all survey results at a glance.



STAFFScope: Employee engagement directly impacts customer satisfaction.

Gain immediate insight into employee perceptions and engage your team with Web-based surveys and reporting that provide fast and easy access across the organization. Identify Key Opportunities to improve attitudes and reduce turnover, set goals, and track action plans to reach your potential. Monitor engagement throughout the year via our "Pulse" survey to ensure initiatives lead to their desired outcomes. The easy-to-use dashboard enables reporting by company, region, property, department and sub-department.



MEETINGScope: Capturing planners' loyalty is crucial to repeat business.

This innovative tool reveals how planners perceive their experience from contracting through post-event. Easily identify which market segments you excel in and Key Opportunities to improve. Anticipate issues before planners arrive. Gain cross-selling opportunities with the historical data and planner-specific information housed in Meeting Planner Profile, and share best practices across properties. Our rollup features enable regional operations to target properties that have the best opportunity of "closing" the business. Simply drive higher revenues from this key business segment.

UniFocus provides significant competitive advantages to owners and operators of labor-intensive, service-oriented businesses, helping them quickly increase asset value by reducing labor costs and improving operational effectiveness, team engagement and customer loyalty. The unique combination of better software, outstanding consulting services, and a performance guarantee make it the most effective and reliable integrated solution for optimizing workforce performance. Simply Better!

Solutions... not just software