



Star Quality Hospitality Consultancy

MONICA OR - THE DANCING HOTEL INSPECTOR - AWARD WINNING HOSPITALITY CONSULTANT

Helping Independent Hoteliers Create Memorable Guest Journeys

TRANSFORMING THE GUEST EXPERIENCE

Monica was inspired to work in the hospitality industry after reading 'Hotel' by Arthur Hailey. She has worked in small independent hotels through to 5 star luxury hotels gaining experience with The Ritz, Radisson Edwardian, Cunard and Hilton Hotels. She now runs Star Quality Hospitality Consultancy working with independent hoteliers.

As a dedicated hospitality professional, Monica specialises in helping hoteliers craft unforgettable guest experiences. She is also an Amazon best selling author for her 'Star Quality' series of books. A Fellow of the Institute of Hospitality and Springboard Ambassador.

With a keen understanding of the intricate balance between service excellence and guest satisfaction, Monica works tirelessly to ensure that each visitor leaves with lasting memories. With a focus on strategic initiatives and attention to detail, she ensures that hotels not only delight their guests but also develop a loyal customer base that serve as passionate advocates for their business.

She now shares her expertise and knowledge on how to run a successful hospitality business with her signature model of a key, and how to create memorable guest journeys with her 7Rs' model.

MONICA OR MA, FIH, MCIPD

✉ monica@starqualityhospitality.co.uk

☎ (+44) 7973 380913

🌐 www.starqualityhospitality.co.uk

THREE AMAZON BEST SELLERS



AREAS OF EXPERTISE

- Hospitality Consultancy and Training
- Hotel Judge
- Conference Host and International Speaker
- Amazon Best Selling Author
- Licensed WorldHost™ Trainer
- Institute of Hospitality Mentor
- Springboard Ambassador

ASSOCIATIONS



SPEAKER / PANEL / PODCAST TOPICS INCLUDE

- Top Ten Secrets for a Successful Hotel Business
- What is the Modern Face of Service?
- The Key to a Successful Hospitality Business [Book]
- How to operate like a 5 Star hotel on a 3 Star budget
- The Future of Hotels and Travel
- AI meets Human Hospitality [White Paper]
- How to turn around a failing business
- The Hotelier's Guide to Creating a Star Quality Experience [Book]
- How to Improve the Customer Experience
- How can we Create Women Leaders in Hospitality?

SOCIALS

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MONICA HAS BEEN FEATURED IN

THE CATERER | BOUTIQUE HOTELIER | HOSPITALITY

MONICA HAS SPOKEN AT

COTELCO, Columbia | THE INDEPENDENT HOTEL SHOW, London | HOTEL AND CATERING SHOW, Bournemouth | WORLD TRAVEL MARKET, London | TOURISM AND HOSPITALITY EXPO, Coventry

HOTEL INSPECTOR BY DAY PRO AM BALLROOM DANCER BY NIGHT



TV APPEARANCES INCLUDE:
KILLING EVE [BBC] | CLOSE TO ME [CHANNEL 4] | TRYING [APPLE TV]

