



cruise

Creating guest loyalty one exceptional experience at a time.

Coyle Hospitality is a world-class market research company that also designs and implements mystery shopping programs. We refer professional evaluators who report on the experience your cruise line provides with the same meticulous attention to detail that goes into every voyage at sea. Whether it's evaluating dining satisfaction, a spa's delight factor, or your competition, our analysis of the data provided by the evaluators provides a precise record of where performance is, so that you can get to where you need to be.

Why Coyle Hospitality?

We understand the nuances of your business. As a hospitality company that's been serving some of the best operators in the world for over 20 years, our methodologies are tried and true. Guest surveys are great, but they aren't the complete story. We tell you what they don't and deliver actionable insights to lift the entire operation up to the next level.

Our commitment to you:

- Referral of local and global, professional evaluators that match your guest profile (*affluent and multilingual evaluators are available for referral*)
- Measurement of specific guest profiles (*E.g. European, Asian, etc.*)
- Narrative reports from professional evaluators that complement your internal brand measurement
- Competitive benchmark data that shows exactly how you stack up
- Objective and actionable feedback from professional evaluators

Contact us now at +1 212-629-2083 and cruise by the competition.

In good company

From family adventure to the highest luxury, we help the best names in the business be even better.



With **instant access** to a global panel of **over 25,000 savvy travelers**, the possibilities of what you can learn about your business are endless.