



Dear Ladies and Gentlemen, Dear Friends,

Quality is not just part of our motto "dedicated to quality and service" but rather a topic that significantly affects all our projects. For this reason, we founded the "Quality Academy – Walter Junger & Friends" which took place for the first time a few days ago in Berlin. Our team has also been out and about conducting mystery guest visits and supporting companies in assessing their business from an objective point of view. Please find further news below...

Warm regards,

Walter



+++ WALTER JUNGER ON TELEVISION

Living in the lap of luxury: More and more hotels like the legendary Burj al Arab in Dubai claim to be seven star hotels, although five stars are the maximum accorded by official ranking. What are the differences between a three star, four star and five star hotel? In order to answer this question, Walter Junger visited hotels in Berlin together with a German television team ... [see the video](#)



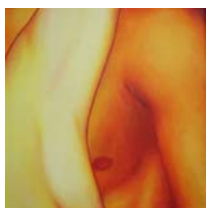
+++ MYSTERY CHECKS AS A MEANS OF QUALITY ASSURANCE

No matter if you are working for a restaurant or a hotel, a car manufacturer or an airline - anonymous mystery guest visits are a simple tool to assess a company objectively. Since last year, our international team has been travelling through Germany to help our clients to find out how their company and staff are perceived by their guests... [more info](#)



+++ QUALITY ACADEMY – WALTER JUNGER & FRIENDS

On October 23 and 24, our inaugural two-day seminar on quality management took place in Berlin and participants from all over Germany received valuable tips and suggestions for the implementation of a total quality management system. The Berlin session saw many high calibre participants and for the upcoming seminar at the Parkhotel Frank in Oberstdorf on December 11 and 12, there are a limited number of places still available ... [more info and registration form](#)



+++ GALERIE JUNGER SHOWCASES ART IN ALPINE LUXURY HOTEL

In May 2008, Galerie Junger introduced a series of changing exhibitions at the Parkhotel Frank whereby the Berlin gallery will present new artworks twice a year in the public areas of the hotel. The first exhibition was a resounding success and on November 30, the second *vernissage* will take place with works by the artists Stefan Kraft as well as Gertraud Aitenbichler and Peter Wieser... [more info](#)



**+++ NO KANGAROO AND SALZBURGER LAND AGREE ON PART-
NERSHIP**

In tandem with the official opening of the restaurant, No Kangaroo signed cooperation with the destination marketing organisation of SalzburgerLand. Guests will reap the benefits as there will be regular promotions and offers for trips to Austria's most beautiful (skiing) region...

more info on [No Kangaroo](#) and [SalzburgerLand](#)

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[Cancellation of newsletter](#)