



Type of Agreement
 Cost per Week / per Month
 Number of Properties
 Duration of the Agreement

SHORT TERM ASSISTANCE	REPOSITIONING	REGIONAL REPOSITIONING	FULL MANAGEMENT
Depending on the size of the properties / their business volume and the duration of the agreement			
1 property	1 property	2 properties	2 properties or more
<u>1 mo</u>	<u>1 mo to 3 mo</u>	<u>3 mo to 1 yr</u>	<u>1 yr+</u>

Operation	Services Description -On Site-	SHORT TERM ASSISTANCE	REPOSITIONING	REGIONAL REPOSITIONING	FULL MANAGEMENT
	The Rooms, Food and Beverage, Engineering, Administration and Finance, Sales and Revenue departments	✓	✓	✓	✓
	Direct the maximization of the room revenue	✓	✓	✓	✓
	Conduct Staff and associate meetings	✓	✓	✓	✓
	Establish and oversee maintenance of a proactive Human Resources department to ensure a productive, participative and comfortable work environment	✓	✓	✓	✓
	Direct, manage train and counsel sales, catering and revenue management staff. Actively participate in Sales presentations, property tours and customer meetings	✓	✓	✓	✓
	Develop and monitor the annual business and marketing plan		✓	✓	✓
	Ensure the development of the annual budget defining operational goals and profitability objectives		✓	✓	✓
	Coordinate capital improvement projects to maintain/upgrade quality standards and property image, and to protect assets from neglect, damages and deterioration		✓	✓	✓
	Supervise Hotel/General Manager			✓	✓

Tools	Implementation of Management Tools	SHORT TERM ASSISTANCE	REPOSITIONING	REGIONAL REPOSITIONING	FULL MANAGEMENT
	Daily report	✓	✓	✓	✓
	Weekly report	✓	✓	✓	✓
	Monthly Financial Package	✓	✓	✓	✓
	Annual Hotel Objectives (detailed by Head of Department)	✓	✓	✓	✓
	Operational Check List per department	✓	✓	✓	✓
	Self Assessment Check list	✓	✓	✓	✓
	Job Description per position per department	✓	✓	✓	✓
	Management Training Level 1	✓	✓	✓	✓
	Departmental Training Level 1	✓	✓	✓	✓
	Departmental check books		✓	✓	✓
	Trophy Challenge (weekly performed: mini P&L -monthly performance- with variances to FCST and BDGT)		✓	✓	✓
	Month End Magazine (Powerpoint presentation of each department performance and achievements)		✓	✓	✓
	Standards of Operation "How It's Done"		✓	✓	✓
	Crisis Management Manual		✓	✓	✓
	Food and Beverage Budget template			✓	✓
	Annual Budget Template			✓	✓
	Annual Sales & Marketing Plan			✓	✓

Revenue	Services Description	SHORT TERM ASSISTANCE	REPOSITIONING	REGIONAL REPOSITIONING	FULL MANAGEMENT
	Dedicated expert to supervise the overall Revenue Optimization Strategy	on request	on request	on request	✓
	Maintain/Develop relationship with third parties market managers				
	Support Revenue manager when existing		number of hours based on needs		INCLUDED
	Assist in recruiting local personnel				

Sales	Services Description	SHORT TERM ASSISTANCE	REPOSITIONING	REGIONAL REPOSITIONING	FULL MANAGEMENT
	Dedicated expert to supervise the overall Sales & Marketing Strategy	on request	on request	on request	✓
	Assist Director of Sales in managing third parties (Event & PR Agency)				
	Coordinate efforts to ensure a consistent communication: Website, Social Media, Hotel Programming, Sales actions and promotions		number of hours based on needs		INCLUDED

Service Culture	Services Description				
	Dedicated expert to create internal programs for the Staff in coordination with the corporate Human Resources Director	on request	on request	on request	on request
	Coaching and counselling				
	Develop hotel loyalty program		cost tbd upon scope		cost tbd upon scope
	Assist in recruiting local personnel				

Finance	Services Description				
	Dedicated expert to ensure coherence in data reporting	on request	on request	on request	✓
	Leverage best practices amongst the various properties				
	Support hotel controller in standard of processing the data		number of hours based on needs		INCLUDED
	Support hotel controller in providing the critiques and action plans				
	Assist in recruiting local personnel				