



| Type of Agreement | SHORT TERM ASSISTANCE | REPOSITIONING | REGIONAL REPOSITIONING | FULL MANAGEMENT |
|---------------------------|-----------------------|---------------------|------------------------|-----------------|
| Cost per Week | \$4,500/Week | \$4,000/Week | \$7,000/Week | \$8,500/Week |
| Number of Properties | 1 property | 1 property | 2 properties | 2 properties |
| Duration of the Agreement | <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 Snapshot | ✓ | ✓ | ✓ | ✓ |
| | Monthly Financial Package | ✓ | ✓ | ✓ | ✓ |
| | Annual Hotel Objectives (detailed by Head of Department) | ✓ | ✓ | ✓ | ✓ |
| | Operational Check List per department | ✓ | ✓ | ✓ | ✓ |
| | Self Audit 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 -Off site- | 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 | \$3,500/Mo/Hotel | \$3,500/Mo/Hotel | \$2,500/Mo/Hotel | INCLUDED |
| | Assist in recruiting local personnel | | | | |

| Sales | Services Description -Off Site- | 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 | \$3,500/Mo/Hotel | \$3,000/Mo/Hotel | \$2,500/Mo/Hotel | 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 | cost tbd upon scope | cost tbd upon scope | cost tbd upon scope | cost tbd upon scope |
| | Develop hotel loyalty program | | | | |
| | Assist in recruiting local personnel | | | | |
| Finance | Services Description - Off Site- | | | | |
| | 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 | \$3,500/Mo/Hotel | \$3,000/Mo/Hotel | \$2,500/Mo/Hotel | INCLUDED |
| | Support hotel controller in providing the critiques and action plans | | | | |
| | Assist in recruiting local personnel | | | | |