

# HOW WE ENGAGE

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## A Simple Path to Operational Clarity & Long-Term Success

**A straightforward process designed to create alignment, clarity, & measurable results.**

Every property, ownership group, and investment strategy is unique. Before beginning an engagement, *Sutton's Adventures* takes time to understand your goals, challenges, and vision to determine the best path forward.

### **STEP 1**

#### **Discovery Conversation**

We begin with a conversation to discuss:

- Property overview
- Ownership goals
- Current operational challenges
- Desired outcomes
- Alignment and fit

Not every property requires the same level of support. This conversation helps determine the most effective engagement structure.

### **STEP 2**

#### **Property Review & Strategic Recommendations**

Following the discovery conversation, Sutton's Adventures reviews available property information and identifies opportunities for operational improvement, stabilization, and long-term growth.

This may include:

- Operational review
- Guest experience evaluation
- Team and culture assessment
- KPI visibility opportunities
- Strategic recommendations

### **STEP 3**

#### **Select Your Engagement**

Based on the property's needs, ownership may choose one of three engagement options:

#### **90-Day Stabilization Consulting**

A focused consulting engagement designed to assess operations, implement improvements, and create a roadmap for long-term success.

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### **Step 3 Cont.**

#### **Virtual Asset Management**

Ongoing operational oversight, KPI accountability, strategic planning, and performance monitoring.

#### **Stabilize & Sustain Partnership**

Begin with stabilization consulting and transition into long-term asset management support.

### **STEP 4**

#### **Proposal & Onboarding**

Once the scope of work is finalized, Sutton's Adventures provides a customized proposal outlining:

- Scope of services
- Deliverables
- Timeline
- Communication cadence
- Travel requirements (if applicable)

Engagements begin with a signed agreement and initial retainer.

### **STEP 5**

#### **Implementation & Growth**

The focus shifts toward execution, accountability, and long-term performance.

Through consulting, asset management, or a combination of both, *Sutton's Adventures* helps ownership create stronger operations, better guest experiences, healthier team culture, and sustainable asset performance.

The strongest partnerships begin with alignment, trust, and a shared commitment to excellence.

*Every engagement is customized to the unique goals, challenges, and opportunities of the property.*