the superville



MISSION

The Superville is a leading hospitality management and business development company. Founded in 2015, and revolutionized the concept of innovative hospitality. Superville strives to provide exceptional experiences for its guests and an excellent work environment for its staff in order to reach outstanding results while introducing unique concepts.

The Superville offers a wide range of hospitality, business development and consultancy services and tools that are tailor-made to each project to ensure maximum return on investment to both shareholders and stakeholders.

The Superville has the hospitality experience needed to lead on-site teams to reach the fullest potential and execute turn key projects with A to Z solutions.

VISION

Establishing The Superville hospitality management and services as a unique and innovative business landmark, renowned worldwide as a multifaceted, management, consulting, and development company with a hotel in every major city.



CULTURE



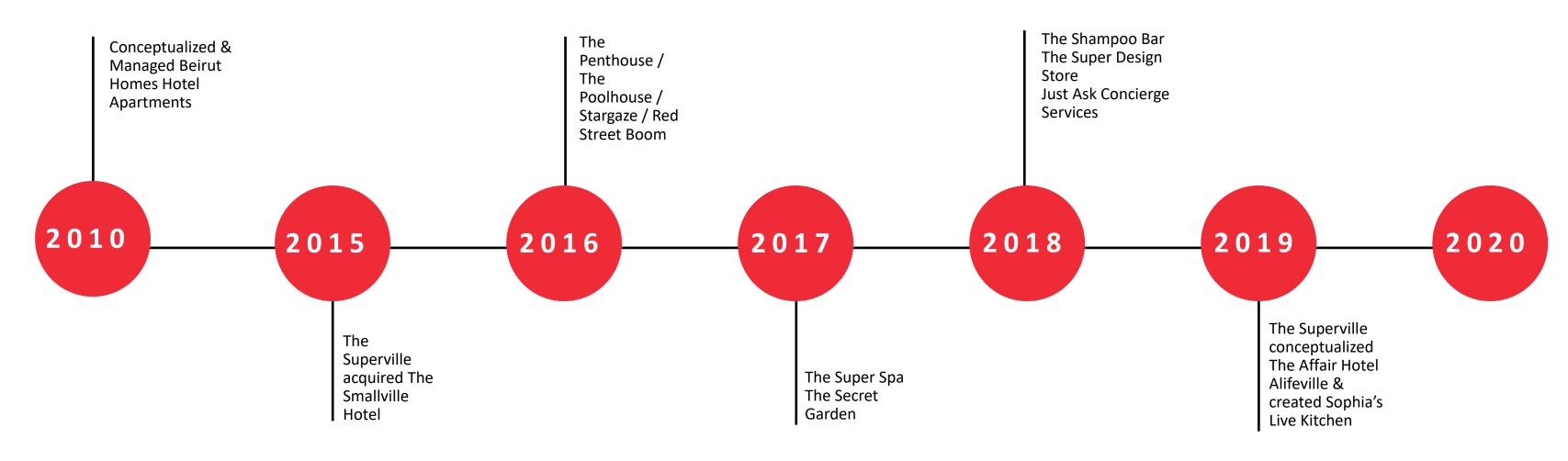
THE SUPERVILLE BELIEVES THAT UNIQUE CONCEPTS, EFFECTIVE MANAGEMENT INNOVATIONS AND EXCELLENT RELATIONSHIPS WITH THE BUSINESS COMMUNITY IS ESSENTIAL TO OUR SUCCESSFUL OPERATION AND PROFITABLE GROWTH.







THE HISTORY OF GROWTH AND SUCCESS



TIMELINE ABOUT EVOLUTION OF THE GROUP





PORTFOLIO

HOTELS

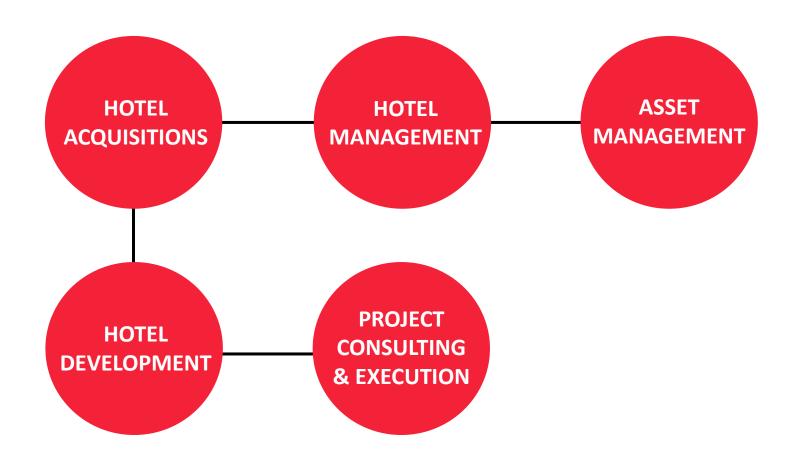
RESTAURANTS

SHOPS

E-COMMERCE

SPAS & WELLNESS

CAPABILITIES





COMPANY PROFILE

HELLO! MY NAME IS SOPHIA FAKHRY

CEO

British-Lebanese Hotelier, Entrepreneur, Published Author & Public Figure

- I am a Hotelier and Business and Hospitality Management Consultant
- I majored in Communication Arts and Education
- I worked as a Business Management Consultant for a school concept in Dubai
- I have 18 years of experience in Hotels, Food and Beverage and Business Management
- I have 20 years of experience in Marketing solutions
- I am a Partner & the General Manager at The Smallville Hotel
- I am a Partner in Beirut Homes Hotel Apartments
- I am the Founder of The Superville Hospitality Management Solutions
- I am the Founder and CEO of #SUPER an E-Commerce and Lifestyle Brand
- I am the Creator of various Restaurants, Wellness and Design Concepts
- I am a Published Author of Marvellous The Great Magician Series (7 volumes)























































THE TEAM



GEORGE KAZANExecutive Assistant & Marketing Manager

10 years of experience in the hospitality Industry BA, Hospitality Management



NANCY ANTAR Human Resource Manager

15+ years of experience in the hospitality Industry Technical Diploma in hospitality management



FARES FARHATDirector of Finance

20 years experience in local / International hotel finance
BA, Economics



BERTE BARAKAT
Cluster Director of Sales

20 years experience within Local & International Sales Market MA, International Hospitality Management



JOSEPH NAKHLE
Chief Engineer

15 years of experience in the hospitality Industry MA, Electro Mechanical Engineering



CHARBEL FEGHALI
Director of Food & Beverage

18 year in Food & Beverage: Intercontinental Hotel
Group
BA, Hospitality Management



MAGGY MONSEF
Architect & Interior Designer

20 years in interior design
MA, Corporate Finance MA, Journalism &
Communications Politics



THE TEAM



FENTON JAGDEOCorporate Due Diligence Advisor

Ex-Management Consultant, Monitor Deloitte 6 years in Business Strategy & Investor due diligence HBA, Ivey Business School Canada



ADAM GIAMBRONE Strategy Advisor

Canada Head of Consulting, HDR Global Ex-General Manager Strategy SAPTCO MBA, University of Toronto



CHAKER KHAZAALMarketing Advisor

Author Tale of Tala & Confessions of a War Child,
Reporter, Global Speaker
10 years in Growth & Marketing



KARIM FAKHRYArchitect & Design Advisor

International Principal, Domaine Public Architects 10 years in architectural design and city building Graduate School of Design, Harvard University



TAREK FAKHRYBusiness Development Advisor

Founder, Beirut Homes
20+ years in business development
Business Management, University of California



CULTURE

STAKEHOLDERS

The community is an important part of The Superville family. It drives us to play a leadership role in the community we are a part of it. One of our main marketing strategy is to satisfy our community and environment since we believe in giving back to the community we are and this brings positive word of mouth and perceptions toward our properties.

EMPLOYEES

Superville adopts the service culture as a main tool for success. Corporations should be built around people who function as a loyal team. Our employees are involved in the common vision of our company's mission. They participate in the planning and implementation of the company's action plan. We encourage an authentic 2 way communication, delegation and empowerment coupled with high but realistic performance standards to generate maximum productivity.

SHAREHOLDERS

We strive to keep a professional, open and harmonious relationship with our partners. We listen to their needs and we manage assets focused on providing a return on investment consistent with the owners or investors expectations.

How we implement our philosophy across The Superville (bottom up)/ brand culture and The Superville attitude

BUSINESS PHILOSOPHY

The Superville believes that effective management innovations and excellent relationships strategies with the business community is essential to our successful operation and profitable growth.

ETHICS

- Time
- Honesty and Integrity
- Innovation
- Mutual Commitment
- Standardization
- Friendly Environment

CUSTOMERS

Superville implements a unique marketing oriented management style. We are customer oriented as we design our products according to customer needs and emotions. Balance sheets go beyond finance to become customer balance sheets too. Our management team is oriented to exceed customer satisfaction at every level and provide the guest with a unique experience.



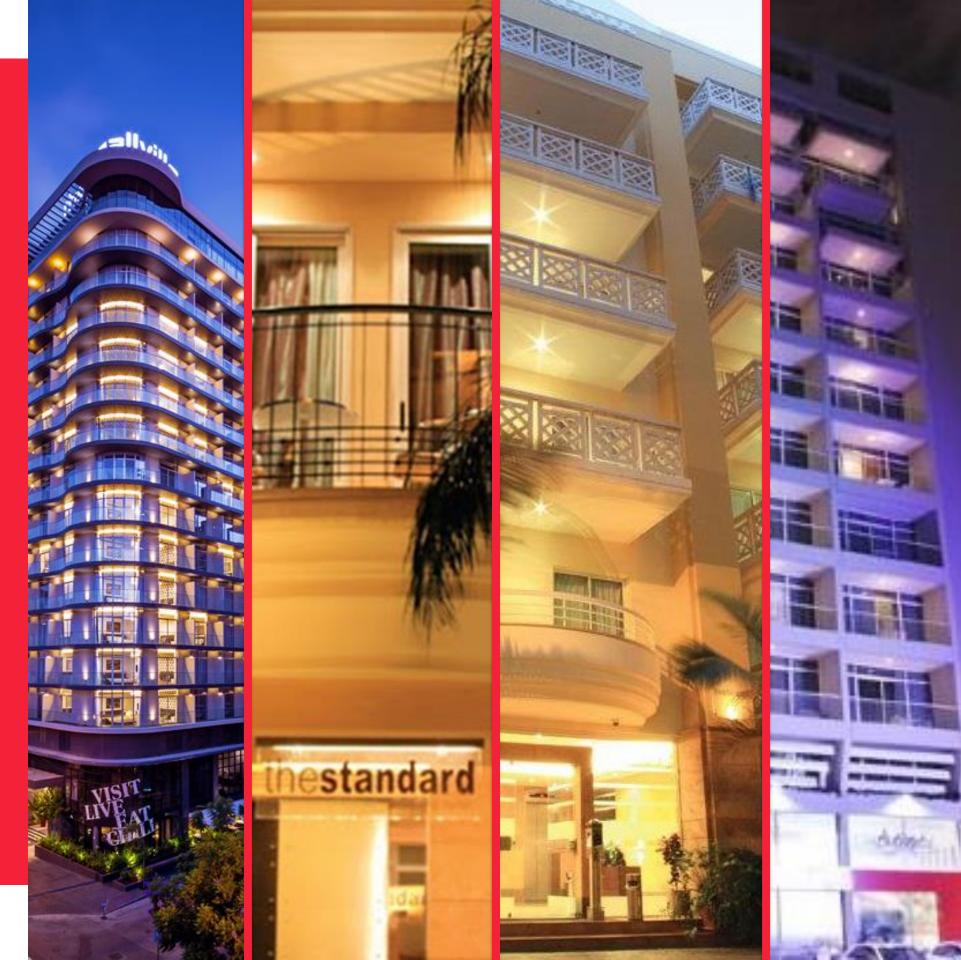
WHAT WE DO

We develop unique concepts that complement selected markets/locations. We cater to both niches affordable & luxury hospitality.

- HOTELS
- RESTAURANTS
- DESIGN CONCEPT STORES
- E-COMMERCE
- SPA, BEAUTY & WELLNESS
- HOTEL ACQUISITION
- HOTEL DEVELOPMENT
- HOTEL AND RESTAURANT MANAGEMENT
- ASSET MANAGEMENT
- BUSINESS DEVELOPMENT
- PROJECT CONSULTING & EXECUTION







THE SUPERVILLE CONCEPTS



the alifeville hotel















the smallville hotel





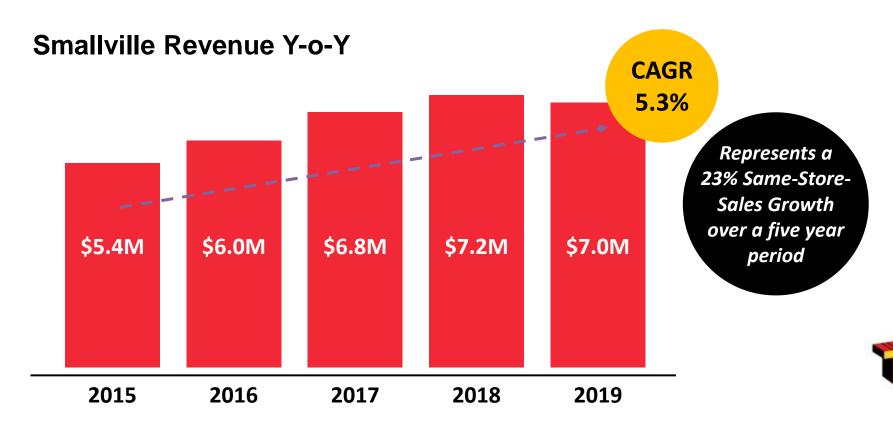
POSITIONING

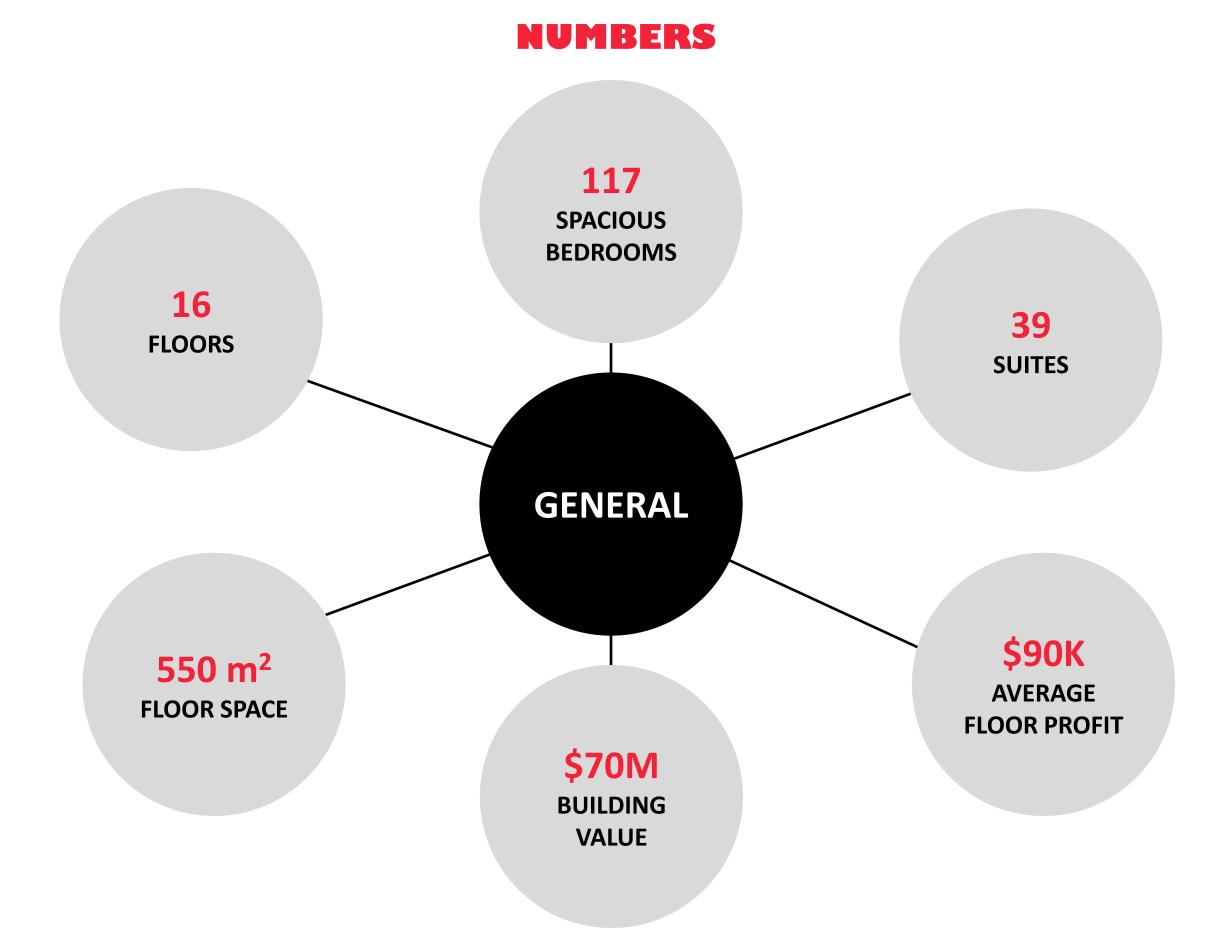
The Smallville Hotel is positioned as a mid-upscale thematic hotel experience with a history of growing same-store-sales (SSS). The Smallville caters to a wide array of users (from families to business conferences) making it an ideal destination for all.

The Smallville when compared to other competitive hotels has a higher occupancy rate year round (low end 40%), solidifying its place as a destination for tourists (with 1.3K google reviews, ranking it amongst the best hotels in the region).

High Level Financials

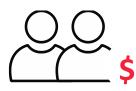
Smallville has continued to see financial success since being built:





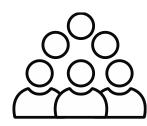


CULTURE



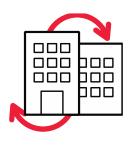
CUSTOMERS

We are customer oriented, designing products according to their needs and implementing a marketing oriented management style.



COMMUNITY

Community satisfaction is crucial. Our strategy focuses on satisfying the community and environment. Superville finds itself in to drive awareness and traffic to our concepts.



BUSINESS PHILOSOPHY

We believe in connecting with the business community; effective management innovations and excellent relationship strategies champion this focus.



SHAREHOLDERS

We keep a professional, open, and harmonious relationship with our investment partners, managing assets to generate returns consistent with expectations.



EMPLOYEES

We are service oriented and empowering our front line staff. They are authentically involved in the planning and execution of our common mission and vision, making them invested in what we do.

TIME

INNOVATION

MUTUAL COMMITMENT

STANDARDIZATION

FRIENDLY ENVIRONMENT



CORE ETHICAL BELIEFS





the smallville hotel

COME AS A GUEST, LEAVE AS A HERO







ROOMS

Providing themed rooms with top-notch quality and distinctive style while managing to stay comfortable and affordable, The Smallville Hotel provides both short and extended stays.





COLLATERALS

These collaterals reflect The Smallville hotel and its playful engaging superhero concept, with its corporate savvy-chic personality. All the collaterals are divided into categories according to their functionalities, each function has its own design brief.





WELCOME HOME!













CONFERENCE ROOMS

Five day-lit meeting rooms of varying sizes and flexible layouts grace the first floor and provide optimum conditions for your meetings and conferences.











FEATURES & AMENITIES

- DOUBLE VOLUME CEILING
- DOUBLE GLAZED GLASS
- PROJECTOR & SCREEN
- WIRELESS MICROPHONES
- ROOM LIGHTING TOUCH KEYPAD

- HQ SOUND SYSTEM
- HIGH-SPEED WIFI
- VIDEO CONFERENCING
- IP PHONES
- PENS
- LED TV SCREEN

- FLIP CHARTS
- LASER POINTERS
- DOCKING STATIONS
- COMPUTERS
- TRANSLATION EQUIPMENT & BOOTHS

the alifeville hotel



THE HOTEL LOGO



the alifeville hotel

BEFORE

AFTER



THE HOTEL FACADE





BEFORE

<u>AFTER</u>



THE HOTEL LOBBY





BEFORE

AFTER



THE HOTEL LOBBY





BEFORE

AFTER





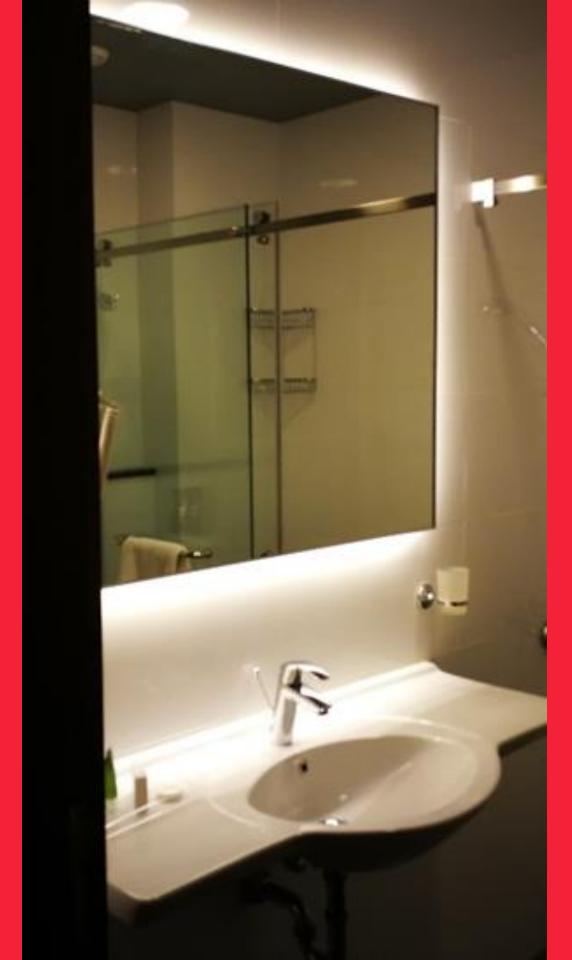
THE BAR AREA BEFORE





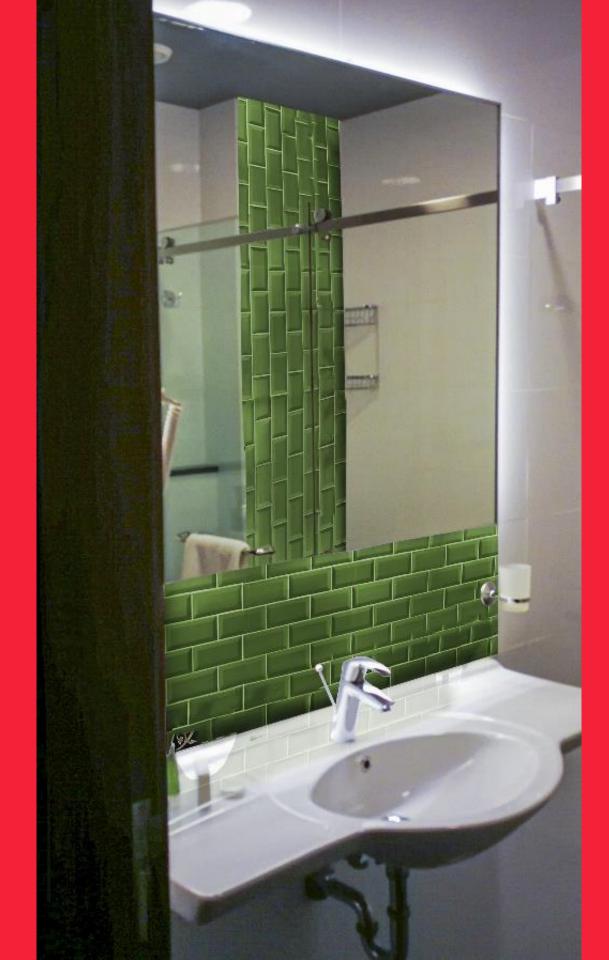
THE BAR AREA AFTER





THE HOTEL BATHROOMS BEFORE



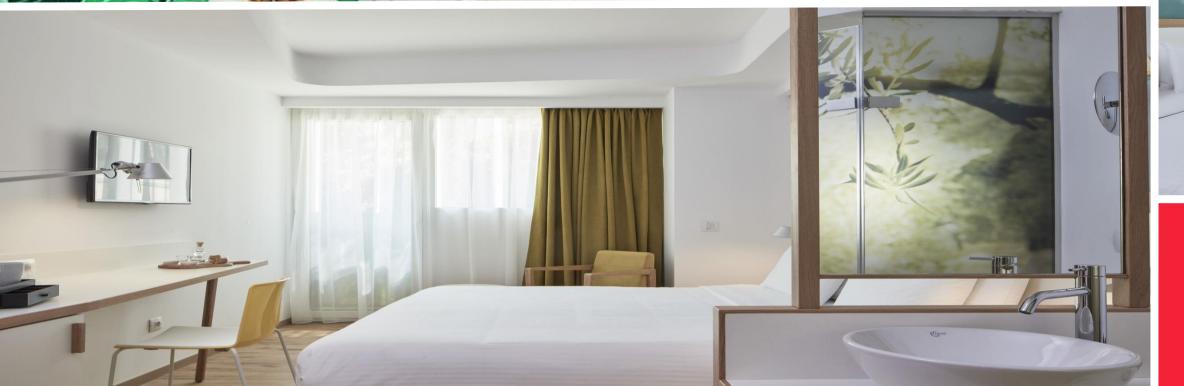


THE HOTEL BATHROOMS AFTER





THE HOTEL ROOMS CONCEPT







THE PATIO BEFORE





THE PATIO AFTER



THE ENTOURAGE

The Entourage is an underground lux concept based loosely on the TV series - Entourage! Where the protagonist is surrounded with friends willing to serve him and he is treated as a VIP celebrity - A Jacuzzi in each room and an amazing rooftop bar and lounge! 30 keys for Demco Steel company in Jal El Dib area 15 minutes away from Beirut.



THE AFFAIR

The Affair is sexy, elegant yet playful theme hotel! Where love and love of guest is central to this unity concept hence its slogan: It takes two to Tango! The theme luxury hotel concept was developed for District S project in Saifi Village, Downtown Beirut comprising 50 keys two restaurants and bars and catering and full services to the whole of district S compound - Project on hold —





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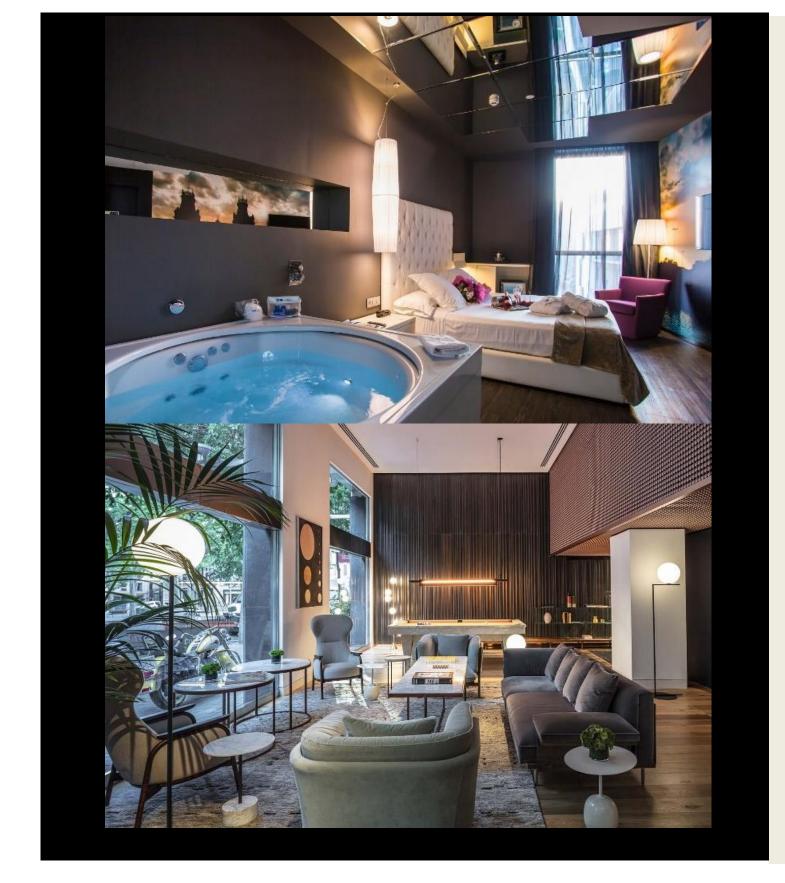












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THE AFTAIR
It takes two to tango!



BEIRUT HOMES THE LIVING

Beirut Homes The Living is found in Beirut's quaint, quietly bustling Sodeco neighbourhood, filled with the latest shops, theatres, and restaurants. A well-known commercial area, Sodeco lies in Beirut's much-loved Achrafieh district, famous for its beautiful architecture, quaint alleyways, sidewalk cafes, and ultra-chic boutiques and nightclubs. The historical national museum is just 5 minutes walking distance. At The Living, you are just minutes away from Beirut's most charming sights. Take a stroll to Downtown and Mar Mkhael, two long strips of pubs, cafes, notable galleries, and increasingly trendy restaurants. Walk over to Sassine, a cross-section of the city's most bustling coffee shops and a stone's throw away from the iconic ABC Mall, home to the county's finest designer boutiques, departments stores, concept dining, and theatre screenings.





STANDARD I

Beirut Homes The Living is found in Beirut's quaint, quietly bustling Sodeco neighbourhood, filled with the latest shops, theatres, and restaurants. A well-known commercial area, Sodeco lies in Beirut's much-loved Achrafieh district, famous for its beautiful architecture, quaint alleyways, sidewalk cafes, and ultra-chic boutiques and nightclubs. The historical national museum is just 5 minutes walking distance. At The Living, you are just minutes away from Beirut's most charming sights. Take a stroll to Downtown and Mar Mkhael, two long strips of pubs, cafes, notable galleries, and increasingly trendy restaurants. Walk over to Sassine, a cross-section of the city's most bustling coffee shops and a stone's throw away from the iconic ABC Mall, home to the county's finest designer boutiques, departments stores, concept dining, and theatre screenings.





thestandard II > beiruthomes

STANDARD II

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THE HOTEL RESTAURANTS AND VENUES

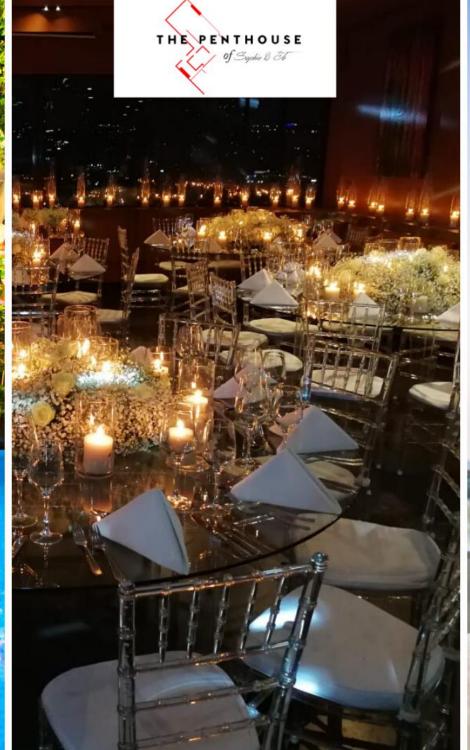














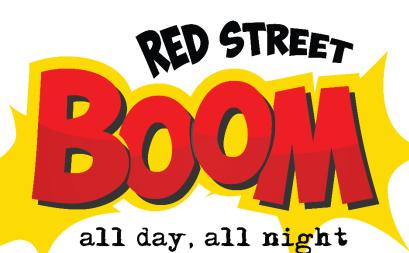




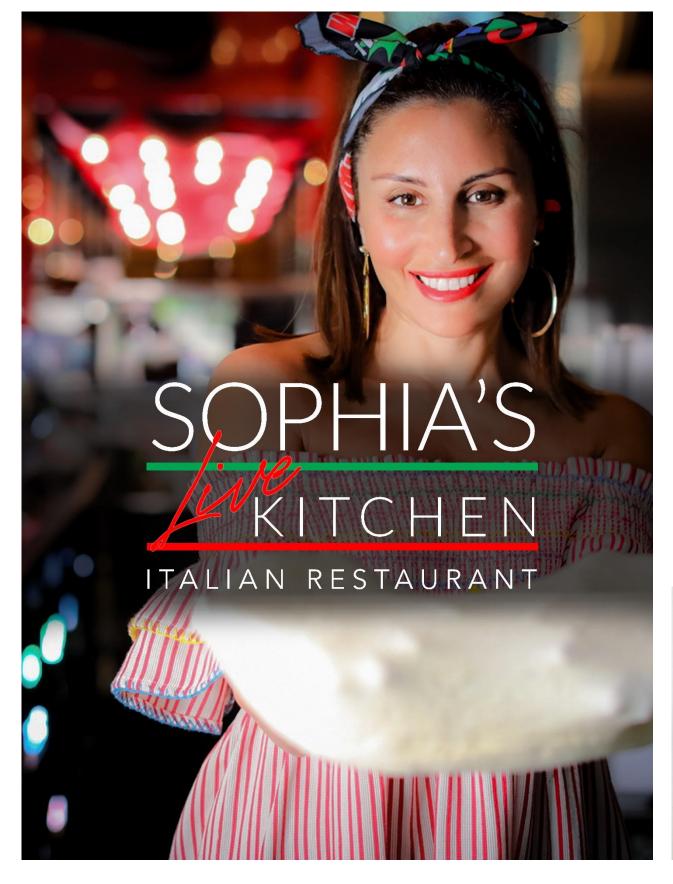








Not limited to the confines of its four walls, Red Street Boom café-pub located on the pavement of the entrance allows guests to experience Badaro street the way intended.



SOPHIA'S LIVE KITCHEN

A carousel of flavors and a roller coaster of delights awaits the guest of Sophia's Live Kitchen for the playful at heart and those who like to indulge their senses in authentic Italian dishes inspired by Sophia Lauren's Italian cookbook. Our kitchen is ready to satisfy your every cravings.









Meet Me Day you had me at hello!





Say hello and mingle with guests and friends from all corners of the world as they lounge and socialize at the Meet Me Bar. Serving delicious bites and mouthwatering cocktails, our Meet Me Bar encourages you to have fun with other guests at the lounge or bar. Better yet, impress them with the piano and show off your skills!







SECRET GARDEN

— what happens in the garden, stays in the garden —

A two floor plans venue perfect for private events, weddings, corporate conferences and birthdays. It has been created and managed to suit a variety of set ups as a guest desires!









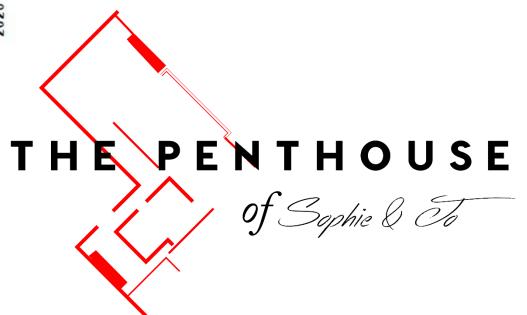


With a breathtaking panoramic view and a modern décor inspired by nature, chilling by the pool has never felt fulfilling. Refreshingly chill during the hot seasons, alluringly warm during the cold seasons, The Poolhouse is open all year long! Enjoy fresh cocktails and international cuisine whilst you lounge.









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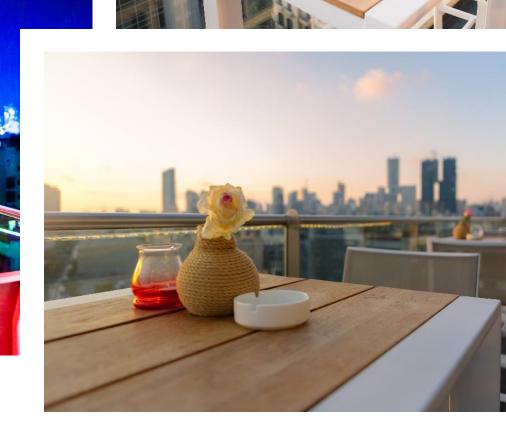






For a more intimate setting, guests will love the Stargaze Terrace by the Poolhouse. Overlooking the city and bejeweled with a starry sky, the Stargaze Terrace at night would make cupid himself jealous. A table for two made just for you while watching the stars!













Our services are dedicated to assure your comfort and keep you updated with the new openings and exciting outings. All our services can be provided for guests staying in house and all over the world for those with a just ask membership.

FEATURES & Amenities

- Hotel Services
- Outings
- Sports expeditions
- Activities & Wellness
- Classes private/groups
- Kids Activities
- Flights & Planned Trips

Don't forget to Whatsapp us on +961 70 933 331



THE SUPERHERO GYM

THERE IS A SUPERHERO IN ALL OF US!

OUR MISSION

Looking good? Feeling good? Our gym is designed to help you do both! Full equipped for a body workout or a fitness training session or a yoga class!



Ask Our Professionals About Our Packages & Membership!

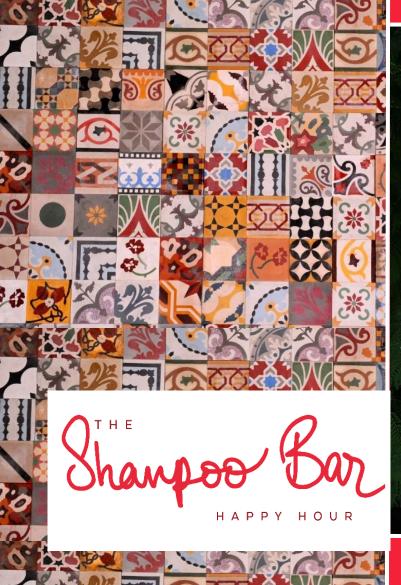
SUPER SPA It feels good! Spraining Hotel Spraining Hotel Spraining Hotel Spraining Hotel

For ultimate pampering and luxurious care, The Smallville welcomes you to the Super Spa! Experience 5 star treatment on the 14th floor with the most lavish treatments.











Let go of your lackluster locks and feel fresh at our trendy salon located on The Smallville Hotel side. The Shampoo Bar caters to all your styling desires. What's more is that you can take a sip of a Marguerita or two while you wait. Both men and women are welcomed!













We at The Smallville Hotel believe that magic does exist and we aspire to spread it to all our guests. We believe that guests deserve the most memorable experience from the moment they arrive until their departure.

We believe that design and luxury go hand in hand, which is why The Smallville Hotel has been decked with the latest designs and styles, all while remaining comfy and homey. Our hotel is always up to date with the hottest trends and never misses the opportunity to showcase designs and looks for both up-and-coming and established designers.



HOTEL ACQUISITION

- Identification of under-performing properties in strategic locations to reposition the property to lead to an outstanding performance. Analysis of costs, financial projections, and physical and environmental challenges present in older buildings.
- Selection of the appropriate brands.

- Determination of replacement materials which will enhance the system based economic operation of the property
- Selection of properties wherein the cost of renovation represents significant savings over new construction
- Determining possible changes in management/Franchise.









HOTEL DEVELOPMENT

- Selection of development team members including architects, general contractors, interior designers, engineers, etc.
- Detailed pre-development project budgets identifying all project elements (typically containing hundreds of line items).
- Pre-development coordination between designers and contractors, ensuring efficient design and high quality results.
- Detailed project schedules.

- Coordination meetings during the development phase to answer questions and solve problems well in advance of construction.
- Coordination with the hotel management team to ensure a smooth opening.
- Provide market analysis for, and financial evaluation of the proposed project include cost-benefit analysis, facility recommendations, occupancy and room rate projections, operating results and valuation estimates.







HOTEL MANAGEMENT

- New concept development through our partnerships with expert designers and branding.
- Repositioning Underperforming Properties
- Profit & Loss Analysis and Risk Management
- E-Commerce, Inventory Control & Monitoring Purchase Agreements

- Budgeting Pre-Opening, Opening & Operational Property
- Human Resources, Labor Management & Training, and Standard Operating Procedures
- Managing F&B resources





ASSET MANAGEMENT

- Operator selection and negotiation
- Operational reviews to ensure the productivity level of operator's management staff and increase the property's cash flow.
- Monitor the physical condition of hotel to assure proper improvement and project capital expenditures.
- Review the market strategy and expenses to enhance revenue growth.
- Develop goals for management that encourage their achievement in finding cost-effective ways to improve revenue.

- Seek ways to maximize value including repositioning, expansion, renovating and recapitalization.
- Make regularly scheduled visits for consultation with management on ongoing operations and implementation of changes.
- Follow-up reports including analysis and critique of financial statements.









PROJECT CONSULTING AND EXECUTION

- Market analysis, positioning and feasibility studies.
- Selection of Brand and Branding.
- Selection of key project team members including: Architects, Contractors, Interior Designers, Marketing consultants.
- Negotiation of Management or Franchise Agreements.
- Conceptual design review.
- Due Diligence and financial operational projections.
- Project planning and programming.

- FF&E and OS&E purchasing and installation
- Technology and telecommunications systems implementation.
- Architectural, engineering and construction coordination.
- Licensing and permitting guidance.
- Pre-opening staffing and budget.
- Sales and Marketing, Operations, Accounting, Human Resources, IT, F&B, Engineering...



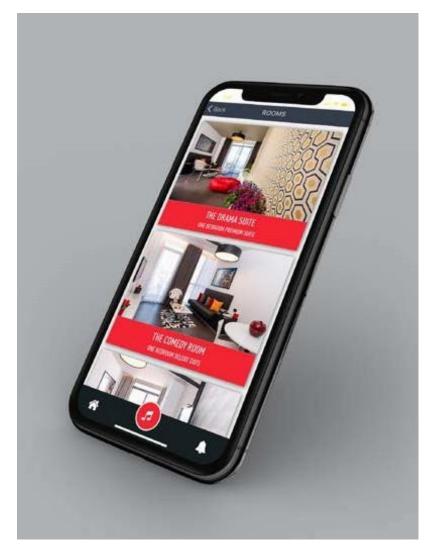




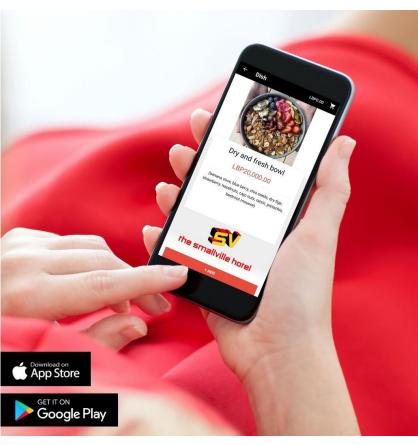


DIGITAL EXPERIENCE









THE SMALLVILLE HOTEL **DELIVERY APPLICATION**







The Superville, and what is stands for





Lodging Solutions



Restaurants & Cafes



Health & Wellness



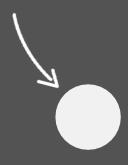
Night Clubs + Lounges



?

Good strategy is elevating our core, before going after adjacencies

Hotels, hostels, and other long term and temporary living situations



Lodging Solutions



Restaurants & Cafes

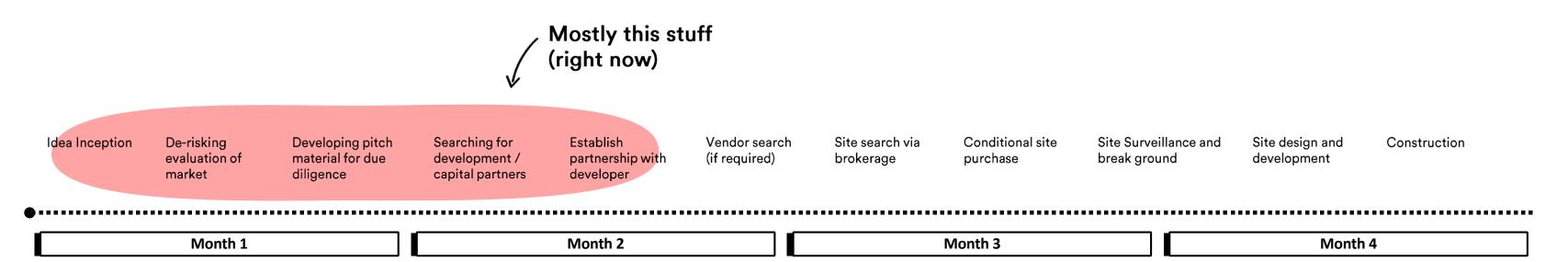
Health & Wellness

Night Clubs + Lounges

COMPANY



And within that, vectoring on what we have most control over



A pitch is a science, and we need all the ingredients

Once we've truly understood the market, we package, and include in the pitch. But what does that pitch look like?

What we show What we need Why we need it Marketing material This is our opportunity to prelude the conversation with The Story Brand building context what The Smallville Hotel is, and what opportunity we're Well crafted story of global /cross border potential presenting to developers. Because hotels can pop up just - Anything brand related about anywhere, we are prioritizing the brand play as a competitive advantage. Bottom up market assessment (number of hotels, Rule of thumb for proving value is going from macro trends The Market potential occupancy levels, building value to the micro lens of operations. We're going to take our estimations) product market fit analysis and insert it here. We want to - Top down assessments (market dollar value, hotel show the market is lucrative enough, willing to entertain this economics) idea, and that competition is no threat to our entry. - Social context analysis Political context analysis Competition matrix (who are players, how are they ranked, occupancy rate, evaluation on 5-10 key decision making criteria for customers ranked).

The Target Demographic

- User stories
- Persona creation (including social, behavioral and economic profile)

Because our brand is a hallmark of what we're selling, it's crucial that we can link it back to who we intend on targeting. What does the average Smallville customer look like, and why are they attractive?



Why #SUPER

The Experience

- Smallville hotel value proposition (to be built if one does not exist).
- The "Sophie" slide, with a focus on her operational experience and why it's teachable

This is our chance to talk about our value proposition, and the operational experience Sophie can bring to make this into a lucrative hotel opportunity for investors and developers.



Any visual telling the story of Smallville's greatness

- Pictures from events
- Room schematics and suite images

Linking back to the value proposition, we take a few slides to articulate what the experience could look like: amenities, brand visuals, showcase rooms, etc. We need to show investors and developers, that there's something compelling about Smallville, something that cannot be replicated.



The Business Model

- Services upsold to customers
- Potential amenities
- Partnerships with other private institutions, companies, and government agencies
- Apparel and lifestyle branded products sold through Smallville

We know this – it's a hotel, it's obvious. But The Smallville in the past has hosted events, and has the potential to generate revenue from other lifestyle focused initiatives.

0

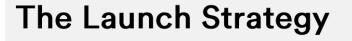
The Financial Justification

- Unit economics of all revenue generating subsidiaries and amenities
- Projected operating expenses
- Projected costs of goods sold
- Balance sheet items (property, plant & equipment)
- Return on Investment (ROI) analysis
- Internal Rate of Return (IRR) analysis
- Cashflow (Net Present Value) analysis
- Three-statement financial model with valuation

We can't just put a few numbers on a slide... And we can't just use existing numbers we have – because developers and investors will ask. We have to be methodical about what we think we can make. We have to support every value with assumptions concretely researched through a due diligence process, and we need to take into consideration the new operating environment - which could garner its own financial challenges and opportunities. And, we have to run the analysis to determine the development can satisfy the IRR & ROI for investors. The more sophisticated our approach, the greater relevancy the plan gains.

- PR strategy
- Detailed timeline of actions and activities
- Any experiential marketing tactics
- Grand opening marketing plan

Unlike a condominium where we could sell prebuilds, the hotel operates on a different commercial model that requires marketing and advertising. What's the plan to ensure that we get traction out of the gate? Showcasing our launch strategy and marketing plan will set investor and developer worries at ease.





Bringing it all together (Due diligence readiness)

The pitch package is important, and is our best opportunity to show potential partners why electing for #SUPER to brand a hotel site is the **only** option. Below is the due diligence readiness stream and steps.



Chaker

2	Build #SUPER Stories	
	Draft developer friendly brand narrative	
	Workshop brand voice and verbiage	
	Draft #SUPER value proposition with unique and competitive qualities	
	Create the "Sophie" slide focusing on operations and network	
Execution: 2 weeks Potential Team: Fenton + Sophie +		

staff copywriters

3	Build Experience visuals
	Collect documents (pictures, visuals, diagrams) Enlist designer
	Work with designer to render new images of expansion project
Pote	cution: 2 weeks ential Team: Fenton + Sophie + ker + Designer

4	Prove the concept's value
	Articulate business model
	Collect historical financial statements and balance sheets
	Build comprehensive financial model projecting discounted cashflows
	Develop ratio analysis, and note assumptions for model
	Package model for developer / investment facing due diligence

OMPAN

Potential Team: Fenton + Accounting staff

Execution: 3 weeks

Bringing it all together (Due diligence readiness, cont'd)

The pitch package is important, and is our best opportunity to show potential partners why electing for #SUPER to brand a hotel site is the **only** option. Below is the due diligence readiness stream and steps.

2		
	5 Customer Personas	6 Develop Launch Strategy
	Develop person profile for average Smallville customer, through secondary and	Develop strategy for PR, and create RFP for PR firms in expansion country to execute strategy
	ethnographic research techniques	Develop plan for experiential marketing campaigns
	Execution: <1 week Potential Team: Fenton + Sophie	Work with event planners to conceive grand opening strategy
		Develop detailed timeline of events pre and post construction
		Execution: 4 weeks

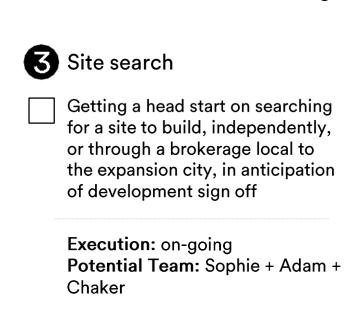
Chaker + Marketing staff

Bringing it all together (Build relationships)

The pitch package is important, and is our best opportunity to show potential partners why electing for #SUPER to brand a hotel site is the only option. Below is the build relationships workstream, and activities.

Development strategy Assess whether or not we partner or build independently Begin soliciting developers, starting with firms that have a local presence, but global reach Get a head start on potential capital solutions Execution: on-going Potential Team: Adam + Chaker

Other vendor search Prepare list of approved architecture, interior design, and HVAC services willing to assist post developer sign off Execution: on-going Potential Team: Fenton + Sophie + Adam



Bringing it all together (Prepare for orals)

The pitch package is important, and is our best opportunity to show potential partners why electing for #SUPER to brand a hotel site is the only option. We want you to be prepped for these conversations.



delivery, and refine presentation and approach where required

Execution: on-going

Potential Team: Adam + Chaker +

Fenton



Create a list of potential questions and answers to them (especially for the numbers)

Execution: 1 week

Potential Team: Fenton + Adam +

Chaker





I can help across these areas



Pitch Development Financial Modeling (M&A, LBO, Ventures)

Copywriting and story development

Presentation coaching

Analysis on critical decisions to inform direction

Growth strategy, and where to play

COMPANY

What is your strategy for #SUPER's growth, and how can we help get you there?

We want to partner with you on the expansion of our successful concepts.

And help you become a leader in creating space for innovation, creation, and comfort.



