



HOSPITALITY DATA SPECIALISTS

RESPOSNIVE SOLUTIONS THAT MAJOR IN AI AND DIGITAL WORKFLOWS



Prepared For Industry

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Gordon CartwrightFounder

'SUCCESS
NOT YET
ACHIEVED IS
DOWN TO
ACTIONS NOT
YET TAKEN'

Gordon Cartwright: Architect of Hospitality Excellence and Digital Strategy

For over three decades, Gordon Cartwright has stood at the highest echelons of UK hospitality, forging a career marked by Michelin Stars, multi-Catey nominations, and the successful transformation of market-leading destinations.

As a former Michelin-star Head Chef, Senior AA Hotel Inspector, and General Manager of five-star properties, Gordon possesses an exceptionally rare and proven understanding of the guest journey, from the perfect dish to flawless service, linked to robust commercial performance, at every level.

This unparalleled operational expertise is now synthesised with a clear strategic vision for the future, culminating in this tech catalog.

Gordon has witnessed first hand the gap between traditional operations and the potential of modern digital solutions. He is a firm believer that the next level of excellence is achieved by leveraging bespoke technology to streamline processes, optimise revenue, and empower teams in methods not broadly executed.

These IT solutions are not simply products; they are the distillation of Gordon's 37 years of industry experience, designed to help hospitality businesses — from independent owners to corporate groups — transition from manual complexity to digital efficiency and profitable growth.

His aim is to provide a systematic, cost effective data-driven strategy required to move your business forward with confidence.

WHAT WE DO AND WHY YOU MAY NEED US

"ANALOGUE SYSTEMS REPRESENT YOUR BIGGEST COST CHALLENGE"

Why you may need us

In the wake of Covid and Brexit it's been critical to reinvent processes to operate with slightly less staff and significantly less cost. We take a tailored approach to each business so that we can create seamlessly integrated tech that slip streams the Digital and Al world in which we all operate.

Tech skills required

All of our solutions require some level of of tech skills or training. Typically, we've marked these out of 5 in terms of training time.

- 1 10 Minutes
- 2 20 Minutes
- 3 30 Minutes
- 4 60 Minutes
- 5 120 Minutes

What we do

We're obsessive about business efficiency, how to reduce costs without impacting the guest experience, and how to grow your top and bottom line through the innovative use of cutting edge tech. We call out over priced enterprise tech to deliver bespoke solutions.



AI RESERVATIONS

Enhanced Guest Experience and Revenue Capture

• 24/7 Instant Responsiveness:

The AI handles enquiries around the clock, eliminating hold times and ensuring no potential booking is missed, leading to higher conversion rates.

• Complex Request Handling:

The system can manage intricate tasks without human help, such as:

- Integrating booking modifications with dynamic pricing.
- Cross-selling room upgrades or special menu packages.
- Answering detailed questions about the property or dietary requirements.

Omnichannel Booking:

Guests can book seamlessly via natural language across various channels (website, channel managers, booking engines, WhatsApp, social media), improving customer satisfaction.

Confirmed Revenue:

The system immediately turns customer enquiries into confirmed bookings, consistently driving revenue growth.

TECH SKILLS REQUIRED: 4

'Enhance the customer experience and slash costs'



P.05

VISIONARY PROFIT GUARD

Real-Time Financial Intelligence

Gone are the days when most businesses assess their monthly commercial performance the month after the event. It's hard to believe that some operators still follow this process.

With Visionary Profit Guard we're with you 7 days a week, monitoring all aspects of your profitability and delivering a daily report that not just provides the stats but also provides the narrative. There's a lot of tech involved in this system but there's also a great deal of human intervention that sets out the guide rails of performance, alerts for bumps in the road ahead, and advice for HOD's to keep their GP's on target with laser focus.

Profit Guard has been described as the FC that never sleeps, a system that provides your end-of-month Net Income forecast, <u>DAILY!</u>

Profit Guard is a 36 hour per month commitment, a Data Scientist supporting you!

Profit Guard Lite provides only the platform for you to manage across your team.



Case Study

Profit Guard was deployed onto a loss making £4m TO business that's annual results recorded an EBITDA loss of £200k. F&B GP's were in the low 60%'s, payroll was out of control and there was no revenue management strategy.

Over the course of a year the -£200k loss was converted to a +£600k profit and the business is thriving in its peer competitor set. All managers are driving high levels of profit, and CAPEX is now on the boardroom agenda.

'When you have the right data you begin to make the right decisions'.

WEDDINGS

WIZARD

When you're selling something, anything, the customer buying experience needs to not only be easy and comfortable, but sometimes also intuitive and unique.

The life of the Wedding Co-ordinator isa busy one due to relentless administration, a long line of tyre kickers, and an eternal list of function sheets that need handing off to C&B.

With Weddings Wizard we take away all of the stress because the customer buying experience couldn't be more chilled – the wedding couple plan their wedding at home, including costs, and only come to your venue to ask questions.

In fact the first time you know a couple wish to explore a wedding at your venue is when you receive a fully planned out enquiry, including costs. Amazing right?

It's like booking a holiday online, or buying a car!

Have a play with demo online and let your imagination run riot! This is what your customers configure and it sits on your website.

If you're interested in a chat about how we can implement Weddings Wizard in your venue get in touch.

50% 50% 25% 50%

Reduction in Payroll Increase in Enquiries Increase in Deposits Savings on Admin

WE'RE IN A NEW ERA OF LOW COST TECH. ARE YOU?

Stop Paying for Bloat. Get Solutions Engineered for Hospitality.

Enterprise SaaS sells you a complete, decades-old Legacy Operating System (OS) - it's full of bloatware, requires constant patching, and slows your entire business to a crawl.

You don't need a heavy OS; you need precision tools.

Our Micro-SaaS Widgets are Dedicated Microservices - resilient, lightweight components that perform one complex function flawlessly and plug instantly into your current tech stack.

Built by hospitality professionals, for hospitality, our widgets eliminate some of the massive cost and inefficiency of general software.

We go further: many of our solutions are built to order from specific business requests, guaranteeing you get a perfectly optimised Custom API Endpoint that solves your problem, not a generic industry template.

The result? Maximum efficiency, zero unnecessary complexity, and a price tag that makes sense for your P&L.

WE'VE REINVENTED GIFT VOUCHERS!

Developed in 2021, Visionary Vouchers was created to empower your customers with exceptional experiences whilst energising your brand through perpetual customer engagement.

Visionary Vouchers was created by Gordon Cartwright who grew tired and frustrated with high monthly fees, significant sales commissions, and perpetually waiting for funds to

be transferred.

With our user-friendly platforms, and unique capabilities, our fire-andforget platform turns your loyal customers into your dynamic sales team, whatever sector you operate within.

Today, Visionary Vouchers operate across a range of sectors and industries and collaborates with a team of amazing affiliates to continually share the vision.

Visionary Vouchers Online



50%

100%

Less fees than competitor Gift Voucher Platforms

All Gift Voucher revenue is available to you immediately

We don't charge any commissions or setup fees.

EVENTS WIZARD

Automate Pre-Orders

Our online Pre Order System allows group dining bookers to place menu pre-orders easily and intuitively. This minimises waste in the kitchen, and saves a huge amount of time for the sales team who have to aggregate a lot of information (some of which gets missed), chase customers and generally manage a lot of complex logistical confetti.



Events Wizard

Much like the Weddings Wizard, the Visionary Events Wizard automates the generation of really detailed enquiries that are auto costed. Drive direct bookings with logic driven enquiries. Prospective clients can create and cost any combination of options including room hire, accessories and equipment, and select from a variety of menus.



Visionary Ticket Wizard

Most businesses at some point in the year will host a ticketed event that doesn't link in with a PMS or POS system. With our Visionary Ticket Widget we can set guest volume per time slot, and self limited ticket sales to sell out to avoid over booking. There's no commision to pay to anyone and the widget sits on your website.



INBOX RECIPES



FACT: The only recipe tech that will exist in 15 years time that exists today, will be your InBox

Revolutionise Your Kitchen with a FREE System That Works for YOU.

Your recipes sit at the heart of your business, but managing them shouldn't be a mess of flour-dusted notepads and complicated software. Welcome to a smarter, simpler way to take control of your kitchen's profits and your career knowledge.

Why settle for a clunky app that gets outdated when your email inbox is a powerful, permanent, and portable tool you already own?

Visionary Benefits

Create and cost your recipes and send them to your inbox FOREVER in PDF format.

Update your recipes online anytime you need to.

Include live costings from supplier price files, along with photography and videos.

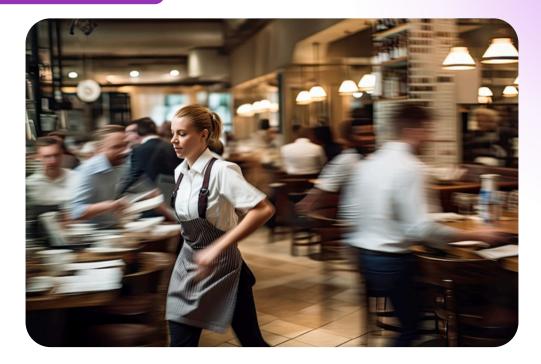
Share recipes with your team with the press of a button.

Keep ALL of your recipes together throughout your career.

TECH SKILLS REQUIRED: 2

Business Users with Live Price Files - £175 per month

HRWIZARD



A simple but powerful Team HR Profile system that keeps all key HR data in one place.

Supports the New Employment Rights Bill.

There's never been a more focussed approach to keep your team records in order.

Covering all aspects of employee engagement and performance, **HRWIZARD** provides everything you need in one place, without providing heavyweight SaaS tech that will bamboozle you.

HRWIZARD encompasses all of the critical processes that satisfy your employee record-keeping, in line with current and emerging legislation (2025)

Accessible on any digital platform, HRWIZARD provides management platform for the following employee information.

- Name
- Address
- Next of Kin Details
- NI Number
- Start Date Exit Date
- Salary / Part Time Hours
- Contract Type.
- Contract Creation
- · Bank Details.
- Thorough Signed-off Induction
- Disability Disclaimer
- Proof o Right To Work
- Exit Interview Notes
- Disciplinary/Performance Notes
- Document/Certificate Upload.
- Reference Records
- Ad Hoc Notes
- Cross Business Distribution

CONTACT

Most businesses have a Contact Page on their website.

But where does it go to and who manages it? And more importantly, how quickly is your business responding?

With **CONTACT GENIE** your Contact Page is loaded with Department Titles (Kitchen, Sales, Maintenance, Restaurant etc...) that the client selects.

Once the message has been created and written on your website contact page, when the contact form is submitted the message is routed directly to the managers email address who needs to read it.

No more lost messages, bottlenecks or delays that lead to poor reviews.

Aswell as the right team member receiving the email, all incoming contact form submissions are stored in a central CRM that shows when emails were received and if and when they were responded to.

YOUR STAFF WILL THANK YOU FOR THE CHANGE

Give Your Team What They Need

Imagine a shift where the daily data grunt work simply... disappears. When you deploy our micro-SaaS widgets to streamline those clunky data flows and complex workflows, your staff won't just use them - they'll genuinely thank you. These aren't just tools; they're time-saving heroes.

By automating the tedious, repetitive analogue steps that currently clog up their day, you are directly giving them back precious minutes - minutes they can now spend on high-value tasks, customer interaction, or simply going home on time. This is the difference between a stressed-out team barely making deadline and an efficient, grateful team celebrating streamlined success



Frictionless Check-in for Spa Treatments

Providing a luxury spa treatment begins with a luxury welcome. The days of spa clients arriving and then completing 10 minutes administration and health disclaimers may just be over.

spa wizard allows you to get ahead of the game by sending your clients their health disclaimer by email up to 48 hours before they arrive. Upon arrival you quickly check through their submission on a tablet, and then proceed to the treatment programme.

Your clients will thank you for this. One of the biggest sticking points within the treatment process is when clients book a 60 minute treatment and only receive a 50 minute treatment. Equally, for Spa Therapists and Spa Receptionists, using SPA WIZARD removes an administration layer in what is already a high pressure role.

CRM Benefits

- Gather guest data for re-marketing, specifically around Spa packages and offers.
- You save time.
- Your team manage their time better.
- The client receives a copy of their health disclaimer.
- Increased time to explore upsell opportunities.
- Increased time to assess registered health dynamics.
- Enhanced professional service and provision of added value.

ROOM SERVICE WIZARD

As customers, we've all been there - endlessly calling the restaurant trying to order room service, only for a junior team member to eventually take the order, and inevitably get it wrong.

From an operators perspective, do you really want the phone ringing off the hook during service? Additionally, if you offer room service, don't you want to max out the sales opportunity whilst covering off dietaries and allergens?

ROOM SERVICE WIZARD not only resolves these issues but you can also take immediate payment for the order, or offer the option of allocating the orders value to the room folio.

> HOW IT WORKS <

We take your room service menu, with every conceivable price and option, and load it into a digital widget.

This portal then sits on your website, accessible only to residents.

Logic-Management guides the customer through to selection process through to submission and payment option.

The order can link into your POS or be linked to a tablet in your restaurant.

Delivery times are also served to manage the guest expectations.



ALLERGEN WIZARD



Dish 1

Dish Description
Salt and Pepper Beef Croquettes

Gluten Fish Crustaceans **Peanuts** Soya Celery Eggs No Milk Mustard Sesame **Sulphur Dioxide** Lupin Molluscs Tree Nuts Yes No Nο Nο Nο Nο

Can this dish be made without allergens if requested?

No-Lo Drinks List

Wine List

Kids Menu

Canine Cuisine

Drinks List

What's in my Dish?



We work in an industry in which increasing risks need to be managed more closely than ever.

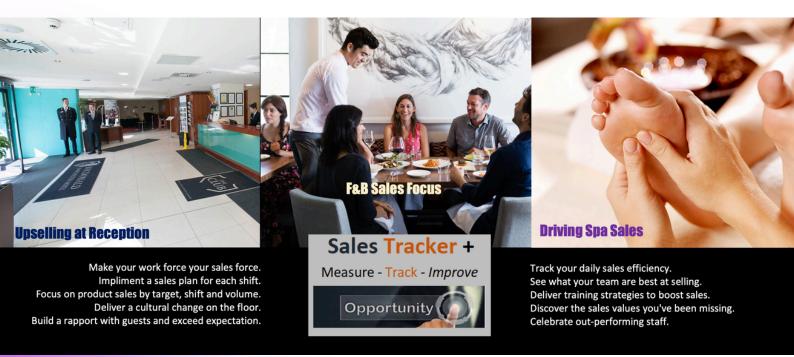
With ALLERGEN WIZARD we take all of hard work out of who knows what and when to ensure totally transparent messaging to your customers, so that food safety relating to food allergens and dietary requirements is constantly prioritised and clearly communicated.

> WHY IT WORKS <

We give you access to a simple widget that allows you to quickly (in seconds) create an allergen guide dish by dish. When completed you simply export via PDF and share with your team for training, as well as posting on your website for your customers.

It takes seconds to complete to provide the ultimate peace of mind for everyone, including you!

SALES TRACKER+



Add Rocket Fuel to your On-Property Sales

We've been collaborating with dozens of businesses to boost their on-property spend with a range of tools and initiatives to drive up-spend.

Average Spend per head should be a critical metric in your business, whether it be Rooms, F&B, Spa or Golf. The opportunity to sell is always there - you just need a plan.

Sales Tracker+ provides your managers with a critical commercial plan, a plan that aligns with your **P&L** and **Net Income Forecast.**

Sales Tracker+ Is more than just a proactive sales tool, it's also a HOD development tool that allows managers to add commercial acumen and planning to their role.

TECH SKILLS REQUIRED: 3

> HOW DOES IT WORK <

Let's take the Restaurant Dinner shift.

Along with your supervisors, you decide what products you wish to focus on and how many you feel comfortable selling as a % of the guests in front of you.

At the start of the evening you enter your bookings into the system and it tells you expected shift product sales.

At the end of the night you simply enter what was ACTUALLY sold and you'll receive a Shift Sales Efficiency Score.

Sales Tracker+ has proved a game changer for dozens of businesses that seek to increase sales without increasing payroll.



In the role of Hotel General Manager one of the frustrations Gordon Cartwright and his team faced was that none of their big enterprise systems actually spoke to each other, whilst some of these systems just didn't deliver the killer data required to shape future sales strategies. It's a common flaw.

REVPACE provided the missing link.

Taking just 15 minutes a day, rooms booking data (from the PMS) was loaded into **REVPACE** that constantly reviewed occupancy levels and ARR 12 months ahead. This allowed for a quarterly marketing strategy 12, 9, 6, and 3 months out, whilst also cross checking pace with the previous years' performance.

REVPACE provides an exquisite early warning radar.

How **REVPACE** changes the game.

REVPACE provides a one sheet dynamic overview of how room bookings occ/ARR are being granulated today, along with revenue behaviours, for the next 365 days.

Why was this super important?

It means that the Sales & Marketing function can dynamically flex their targeted efforts, whilst from a senior leadership perspective, room sales figures need to support the P&L forecast. And they do, continually. Even to the point where if budget forecasts look unlikely to hit target 3 or 6 months out, there is sufficient time to pivot the business to protect the bottom line.

REAL WORLD TRAINING

MENU ACADEMY: SKILLS, QUALITY, PROFIT

CONTENT

Menu Structures

Seasonal Insights

Sales Analysis

Social Trending Influences

Skills v Labour Costs

Development Resources

Linking with FOH

Blind Tasting Session

Presentation (Crockery/Glassware)

Supplier Relationships

Knowledge Resource

Commercial Ownership

Dish Descriptions

Ingredient Balance

Dish Development Dynamics

Recipes and Considerations

Precision Pricing/Costings

Target Food Awards Objectively &

Commercially

COMMERCIAL OUTCOMES

Within a commercial kitchen selling £1m net food sales a year, just being 1% short on a 70% GP% target will create an operational loss of £10,000 v your P&L. Being 2 or 3 points short seriously begins to erode your profitability as a business during an economic period already loaded with financial pressures. If your current GP% is short of your target, this coaching will provide value in terms of your return on investment.

We've trained and supported the ethos behind 1 Rosette
Pubs to Michelin-star restaurants. Whatever the target, the journey becomes data driven around a progressive commercial vision.



CHEF AMBITION REQUIRED: AT LEAST 1 AA ROSETTE

REAL WORLD TRAINING

MANAGING DATA: TAKE DEEPER CONTROL



'UNDERSTANDING DEEP, DARK DATA UNLOCKS INCREDIBLE HIDDEN POTENTIAL'

TECH SKILLS REQUIRED: 5

CONTENT

- Module 1: Form Creation and Data Capture Excellence
- Module 2: Building Blocks of a Smarter Form
- Module 3: Styling, Sharing, and Collecting Data
- Module 4: Conditional Logic and Routing
- Module 5: Calculations and Automated Pricing
- Module 6: Payments and Legal Requirements
- Module 7: Data Lookups and Pre-filling
- Module 8: Mastering Workflow Tasks and Sharing
- Module 9: Automated Document Generation
- Module 10: Integrations and Data Flow

COMMERCIAL OUTCOMES

Within a busy Hospitality operation, the reliance on traditional and analogue processes holds many businesses back. By managing a property centred CRM you can begin to replace the analogue non-responsive bigger picture with a digital mosaic that communicates Al summaries of anything that's happening in your business. From basic data capture forms, to sophisticated online sales pipelines, this course is about accelerating efficiency, reducing significant time and resources, and having everybody perpetually on the same page.

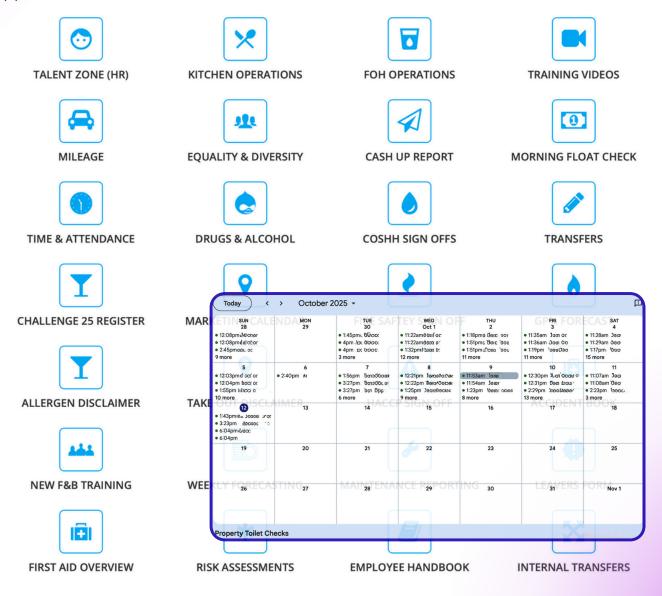
Team Hub

A secure online resource for everything your Team and Business needs to flourish.

Delivering a fantastic opportunity to drive quality, consistency and team training, the **Team HUB** has provided the operational backbone for over 50 operations over the last 10 years.

With the **Team Hub** you can ditch your paper based records and folders and move into a digital world of what-gets-measured-gets-managed, so that your entire team are perpetually on the same page.

Because every business is unique, we build your **Team Hub** around how you work - no Hub is ever the same, and yet they've all provided the rock solid foundations to support team success.



MYSTERY GUEST - BUT NOT AS YOU KNOW IT

Experience Counts

With over 4000 Restaurant and Hotel Inspections under his belt, Gordon Cartwright knows a thing or two when it comes to Mystery Guest programs. But like all things Visionary, we've steadily evolved our Mystery Guest Programs to deliver much more important information to operations than 'were the pillows fluffed'

Commercial Potency

Key to our Mystery Guest programs is an on-the-floor commercial focus that sits as equally important as the things you definitely know about, such as the maintenance of your property, team inconsistency and the quality of your food.

This commercial focus assesses your team's ability to organically upsell as a result of training, self driven passion, and/or product knowledge and sales skills. Whilst reports celebrate achievement they also flag areas for development to maximise sales yield without increasing payroll.

Over the course of 2025, average underselling averaged £145 per guest, assuming ONLY a 30% expected strike rate.

When discussing such results with MD's Owners & GM's the reality can prove quite revealing, but incredibly helpful. Audits become cost neutral when teams embrace a strong sales culture.



Mystery Guest Formats

Single overnight stay for 1 person Single overnight stay for a couple 2 night stay for 1 person 2 night stay for a couple

UK & Internationally

Typically a 700+ audit point for a 4 Star Hotel rising to a 1000+ audit point report for a 5 Star Hotel - based on what you need to know.

Every unfulfilled audit point rationalised.

All reports supported by audio, video and photography.

Report Feedback Options

Simply deliver the report.
Feedback to the MD/GM
Feedback to the MD/GM and
Management Team



WHAT WORKS FOR YOU?

You're just looking for a few bits' and pieces?

Whether you're just looking for a few solutions to plug a few gaps, or you're going all out on a digital transformation, you can view our services like it's your own personal digital buffet. Take a nibble on a few bits and pieces, or dive in and consume the lot!

We specialise in a wide variety of Check Lists linked to online diaries. The Food Safety Agency are continually impressed by what we deliver to our clients without heavy-weight expensive Enterprise Tech. It's very common that enterprise tech develops on-property champions, a team member that's read the 200 page manual. With Visionary Dining simplicity, everyone becomes a champion almost instantly.

We deliver solutions that slip stream your day to day context without the need for invasive, costly training.





Different thinking, different results.

Whilst big and expensive enterprise tech can provide superb levels of data automation, comprehending the data below headline figures is often the challenge, especially when formulating business strategies.

Added to this, with so many businesses using the same tech, it's difficult to extrapolate meaningful data specific to your business identity - this leads to market place Pied Piper behaviours and decisions that may not truly reflect who you are or ultimately what you want to achieve.

Our micro-SaaS tech isn't designed to replace your big tech, but it will definitley make your data work harder for you.

INVEST IN QUALITY & EFFICIENCY

All of our systems include independent CRM platforms to allow you to fully interrogate and analyse your data, as well as providing formats useful for internal PDF communications and Al integration.

In line with our operational ethos, our products focus on significant cost reductions in terms of time resource and company payroll, whilst driving efficiencies to drive top line and bottom line growth.

| VISIONARY SUPPORT PACKAGE | MONTHLY £ | ANNUAL £ |
|--|------------|-------------|
| Visionary Gift Vouchers - Online * ^ | 75 | 900 |
| Events Wizard * ^ | 75 | 900 |
| Pre-Order Wizard * ^ | 45 | 540 |
| Operational Check Lists * ^ (each) | 20 | 240 |
| Online Activity Disclaimers * ^ | 40 | 480 |
| Online Booking Payment Gateways (each) | 40 | 480 |
| Online Loyalty Rewards Club * ^ | 75 | 900 |
| HR Wizard * ^ | 40 | 480 |
| SPA Wizard * ^ | 50 | 600 |
| Room Service Wizard * ^ | 40 | 480 |
| Sales Tracker+ * ^ | 40 | 480 |
| REVPACE * ^ | 55 | 660 |
| Contact Genie * ^ | 20 | 240 |
| Online Team Hub * ^ | 150 | 1800 |
| Allergen Wizard * ^ | 30 | 360 |
| Individual Package Total | 795 | 9540 |
| Monthly Support Package Total Offer | <u>517</u> | <u>6201</u> |

35% Savings for clients who sign up to the Monthly Support Package

Our portfolio of support is driven and inspired by the clients we work with. If you can't find the solution you're looking for, let's build it for you.

^{*} Free Setup

^{^ 6} Month Min Term then rolling 1 Month Contract. 25/26 Pricing

GAME CHANGING OUTCOMES

Whilst the **Visionary Dining Support Program** delivers enhanced team and resource efficiencies within day today operations, 4 of our packages stand out as unique working practices that continue to deliver significant contributions to the wider P&L.

Proportionally, the **Profit Guard, Weddings Wizard** and **AI Reservation Agent** packages are priced to reflect the revenue and profitability responsibilities they face off to within your overall commercial strategy. This also reflects the return on investment around our **Mystery Guest** programs.

Experience with current clients has demonstrated how these systems can systematically change the fortunes of any business and that investment in growth is demonstrably repaid within a x5 multiplier framework.

| VISIONARY PREMIUM SUPPORT | PRICE | ANNUAL |
|---|------------------|---------|
| Visionary Profit Guard - 36hrs p/month | £1,400 pm | £16,800 |
| Visionary Profit Guard Lite * ^ | £400 pm | £4,800 |
| Visionary Weddings Wizard * ^ | £1,200 pm | £14,400 |
| Al Reservation Agent * ^ (Minimum 2000 minutes at £0.15 a minute - monthly) | £360 pm | £3,600 |
| Mystery Guest (per stay) | £850 (per visit) | |

We can provide demonstrations around all of our systems within both a practical and consultative framework. We also provide **FREE** trial periods for some of our systems. Get in touch today and see how we can collaborate to create definitive and positive change.



We love to demonstrate our Micro-SaaS Widgets. Let's see how we can tailor solutions for your business.

Contact Us

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