

HOTEL OPERATIONS CONSULTING PROGRAM

PRE-OPENING HOTEL PLANNING

- Organizational Structure, Budgeting, Policies & Procedures, Management Recruitment, Architectural Operational Review, Marketing Plan

PRE-OPENING HOTEL OPERATIONS

- Training & Development, Team Member Recruitment, Casino Operations Interface, FF&E Install Overview, Room Punch-list Completion, Grand Opening

POST- OPENING HOTEL OPERATIONS

- Operations Analysis, Training Review & Needs Assessment, Financial Controls & Reporting, Marketing Plan Enhancements



PRE-OPENING HOTEL PLANNING (12 Weeks, 1 On-Site)

- Define Organization Structure
 - Job Descriptions, Salary Grades, Hiring Timeline
- Assist with Recruitment of Hotel General Manager
- Operating Budget & Financial Planning
 - Room Rate Structure
 - Sales & Marketing Plan
 - Projected Casino Blocks/Rates
 - Revenue Management/E-Commerce
- Operating Policies & Procedures
 - Team Member Training & Development
 - Operations: Front Desk, Housekeeping, Laundry
 - Financial Management & Controls
 - Security & Crisis Management Planning
- Assist with Selection of Property Management System
- Architectural Operational Review
 - Details: Front Desk, Maid Rooms, Laundry, Luggage, Vending
 - Handicap Room Details
 - Ingress/Egress Details

PRE-OPENING HOTEL OPERATIONS (4 Weeks On-Site)

- Assist with Recruitment of Supervisors & Team Members
- Competition Analysis
- Management/Team Member Training
 - Job-Specific
 - Guest Service
- Interface with Key Casino Operations Teams
 - Surveillance, Door Locks
 - Property Management System Go Live
 - Communications (Phone, TV, Internet, PPV)
 - Maintenance
 - Casino Marketing & Players Club
- Oversee FF&E Installation
- Grand Opening Planning
 - Owner/Team Member Trials
 - Advertising & Public Relations Plan
 - Owner Grand Opening Celebrations
- Room Inspection/GC Punchlist Completion

POST-OPENING HOTEL OPERATIONS (4 Weeks, 2 On-Site)

- Comprehensive, Objective Operations Overview
- Training Review & Needs Assessment
- Operational Standards & Reporting Review
 - Room Cleanliness
 - Inspection Programs
 - Property Maintenance
- Staffing & Personnel File Review
- Financial Controls & Reporting Review
- Team Member Development
- Marketing Assessment & Plan Enhancements

HOTEL OPERATIONS CONSULTING PROGRAM

5-Month Timeline

