

HOTEL MANAGMENT SERVICES OFFER

**Complete management and supervision of projects in development,
preopening and opening phase**

ANALYSE AND RESEARCH OF THE MARKET AND COMPETITION

1. WRITING A BUSINESS PLAN

2. SELECTION OF THE PERSONNEL IN ACCORDANCE WITH THE STANDARDS 4 AND 5 *

- Competition, interview, testing, contracts and systematization
- Descriptions of jobs
- A guide for workers
- Workplace safety, minimum hygiene, fire protection
- Stimulation of workers, by contract, monthly, yearly
- Contracts of employment, additional health and life insurance
- Uniforms, borrowing funds for the operation
- The establishment of disciplinary measures, control of the arrivals and departures at work
- Development Plan, education, training
- Setting organisation schemes, pyramid of responsibility

3. TRAINING AND EDUCATION

- MANAGEMENT - The successful H & R Manager and " Train the Trainers "
- F & B 1 - kitchen
- F & B 2 - restaurant, bar, banquets, room service, catering
- SALES B2B AND B2C
- TELE SALES
- RECEPTION - Front and back office - Insurance of the Hotel (Warden)
- HOUSEHOLDS, HORTICULTURE
- WELLNESS & SPA
- HOUSE MASTER, MAINTENANCE
- CONTROLLING
- MARKETING AND PR

4. THE INTRODUCTION, STANDARDIZATION AND CONTROL QUALITY

- TQM (Total Quality Management)
- OTM (Organization, Time, Money)
- HACCAP, ISO
- CHECK LIST FOR ALL DEPARTMENTS

	➤ THE RESTO ACCORDING TO THE PROJECT PLAN
5. SALE	
	➤ Price calculation of empty rooms
	➤ Price Formation
	➤ Analysis of market and competition
	➤ Defining the target market and clientele
	➤ Defining Special Offers (PAC) in accordance with the contents
	➤ Contact with individual guests and agencies (mailing lists)
	➤ Production of standard and nonstandard contracts
	➤ internal sales development through restaurant, bar, cocktail bar, wellness
	➤ Development of external sales
	➤ Communication establishment with other departments (function sheet)
	➤ Rest according to project plan
6. MARKETING	
	➤ Hotel Branding (defining the corporate image-logo, colors ,...)
	➤ Defining the media and advertising standards
	➤ Preparation of a event program in 2010
	➤ Contacting the sponsor in connection with "the program OF THE summer 2009"?
	➤ Promotional material
	➤ Budgeting
	➤ Other according to project plan
	➤ transfer of all MT Consulting contacts
7. MAKING OF E-MARKETING STRATEGIES	
8. INTERNET MARKETING	
	➤ Proposal of creating a web page with CRM @ YOMMLA system
	➤ Proposal of design and web page content
	➤ Position on search machines
	➤ Other according to project plan
	➤ SEO and I-Marketing
9. GASTRO	
	➤ Making of menus, wine and Bar lists for all points (+ Wellness)
	➤ Room Service, Mini Bar and Catering Offer
	➤ full board packages, 14-day menu
	➤ Service standardizing

- Special Offer (Room Service, Butler Service, theme nights, Guest Shows with winemakers, renowned Chef's ...)
- Standards
- Establishment fo Minimum for catering and all checkpoints
- Others according to project plan

10. PURCHASING AND ADMINISTRATION (CONTROLLING, MATERIAL)

- Standardization according to the HACCP, ISO
- System establishment of ordering, control and return of goods
- Tender standards establishment (at least 3 bidding)
- The opening of business contacts and recommendations from the MT Consulting
- Control of incoming and outgoing bills
- Control of the introduced systems and standards, protection of theft (input - output)
- Making a project plan for the hotel and all departments
- Budgeting for the Hotel and all departments
- Establishment of bookkeeping and PC applications
- Development of standards, production prices (with Gastro)
- Material & Gastro Accounting
- Inventory establishment, the rules of solving deficits and surpluses

11. WELLNESS & SPA

- quality standards and regulations settings
- Making of special offer with price lists
- Advice on selecting suppliers for equipment and products