

Crystal clear vision Hotel Management Oversight Services

Challenge

Being involved in the hotel industry is a complicated task and far more complex than any other real estate venture. It is vital to have a comprehensive skill set that includes an understanding and knowledge of hotel operations, the market, management of revenues and costs, economics and preservation of the asset to name just a few.

With the increasing cost of hotel development, operating costs and over-supply resulting in the threat of diminishing returns, hotel owners and investors are demanding a more active involvement in the long term management of their assets.

Additionally, the failure to recognize the impact of the competitors' strategies, aggressive marketing or changing brand affiliations as well as the impact of the current economic crisis can undermine a property's market position and put pressure on owners and lenders to reexamine their situation.

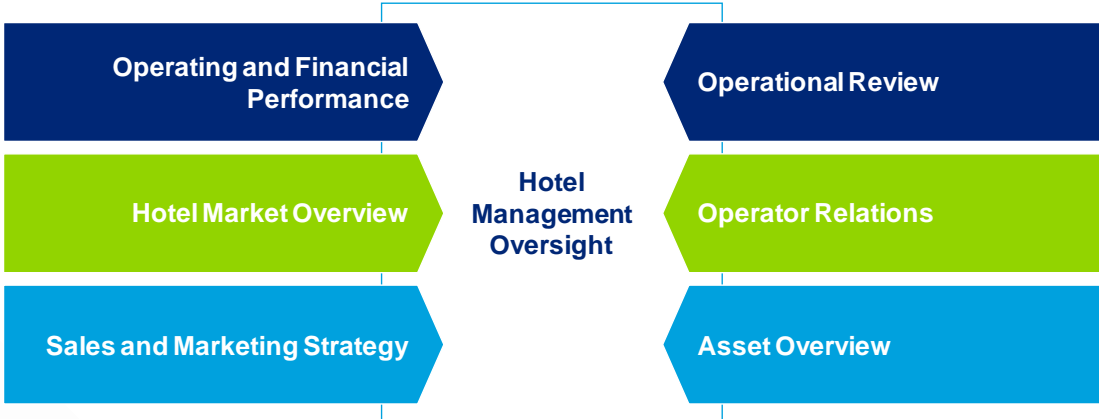
Solution

Deloitte's Hotel Management Oversight (HMO) is a hands-on involvement in the management of the assets with one key objective: to assist hotel owners and investors with the realization of their financial objectives.

Our quick and integrated solution comprises the following tailored services:

1. Operating and Financial Performance review which is focusing on the forecasts and budgets as well as the closing of the month reports of the hotel operations
2. Hotel Market Overview with analysis of market trends, segmentation and benchmarking
3. Sales & Marketing Strategy with an analysis of the sales and marketing activities undertaken by the hotel operator
4. Operational Review containing quality assessments, operational strategy review and concepts as well as departmental reviews
5. Operator Relations including verification of management contract compliance, advice on appointment of key management, facilitate of discussions between owners and operators
6. Asset Overview comprising of asset maintenance program high level review, annual CAPEX review and monitoring of return on investment (ROI)

Figure 1: Hotel Management Oversight Services



Benefits

Deloitte's Hotel Management Oversight service presents numerous benefits, as it:

- will provide you with an independent perspective on the hotel and insure that your interests are being addressed;
- will assist you gain a solid understanding of the outlook, trends, opportunities and risks of the current situation of the market;
- will help you identify possible improvement opportunities in the operations and financial management of the hotel;
- will clarify and quantify the impact of a range of potential economic and market developments to your organization;
- can be used as a tool for monitoring the performance and liquidity of your organization and taking early corrective and effective actions.

Why Deloitte

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We have been ranked the largest Business Consulting & Advisory organization in the world based on revenue.

We combine strong local presence with global reach and serve the leading organizations both in Greece and globally.

We have valued relationships with both hospitality owners and operators and unrivaled knowledge and understanding of the hospitality market.

We offer a dedicated team of professionals with significant hospitality and consulting experience.

Our offering has been developed based on 'proven in practice' focus areas and is designed to offer practical and results oriented solutions.

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