

# Introduction to Industry Best-Practice in Rooms Division

## OBJECTIVES

- To improve excellence in operations in the Front-Office, Housekeeping, Night-Audit and Reservations department in line with agreed EBITDA projections.

## TRAINING & WORKSHOPS

- Workshop to review existing Organisation Structure and Operating Standards, Policies and Procedures.
- Workshop about Technology for Sales & Reservations (Website, CRS & CRM), and Hotel Operating Systems such as a Front Office System (PMS).
- Workshops to implement change in the Organisation Structure and Operating Standards, Policies and Procedures
- Business Matching Visit, to experience first-hand how a hotel Front-Office, Night-Audit and Reservations Department can be managed in line with the project goals.

## ESTIMATE

- Duration up to 18 months.
- Financing facilitated by EBRD IA requires a confirmed donor, as well as participation by the Hotel or Restaurant.

## PRE-REQUISITES

- Both the Owner and the Property Manager must both fully participate in the project.
- The Hotel must appoint its property coordinator, to assure implementation of what has been agreed with the EBRD IA Team.
- The Hotel must already have purchased and implemented a USALI Performance Management & Reporting software, and is to commit during the project to all recommended further technology for Sales & Reservations (Website, CRS & CRM), Hotel Operating Systems such as a Front Office System (PMS), and a Material Control System for Inventory Management & Cost-Controlling. Alternatively, update its existing technology in line with the advised level of technology.