

Introduction to Industry Best-Practice of Hotels & Restaurants

OBJECTIVES

- To provide know-how in industry best-practice.
- Either organised for a single business, or for a group of multiple stand-alone Hotels or Restaurants in the same destination, organised through a joint-cooperation with, and coordination by a local hotel or tourism association.

TRAINING & WORKSHOPS

- The complexity of hospitality, being a capital and people-intensive business module, which requires long-term ROI planning.
- Horeca Categorisation & Star-Rating Criteria, Life/Fire & Safety Criteria, Data-Privacy Legislation (GDPR), and Hygiene compliance in the Kitchen.
- Business Planning, Branding & Franchising, Operating Budget, Organisation, Repairs & Maintenance Planning, Energy and Environmental Planning and Capital Investment Planning.
- Planning the required Technology for the sake of effective sales & marketing and proper administration.

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 or Restaurant must appoint its property coordinator, to assure implementation of what has been agreed with the EBRD IA Team.
- The participating Hotels and Restaurants are advised during the project to plan for the purchase and annual licence fees of a USALI Performance Management & Reporting software, recommended further technology for Sales & Reservations (Website, CRS & CRM), Hotel Operating Systems such as a Front Office System (PMS) and/or a Restaurant Cashiering System (POS), and a Material Control System for Inventory Management & Cost-Controlling. Alternatively, update its existing technology in line with the advised level of technology.