Investing in Efficiency & Growth

HGM

1. Mystery Revenue Audit
From £495.00 per visit

As well as the normal and traditional quality KPI's (Bespoke to your operation) we also look at how much your team are leaving on the table. Results are transformative and shines a light on training.

2. GuestIntel
£50.00 per month - or £40.00 per month if paying annually.

Get to your guests before they get to Trip Advisor. This bespoke guest feedback form can be sent out from your PMS on the day your guests' checkout. Responses can then be managed by duty managers on the day.

3. EnhanceMyStay
From £350.00 per year depending on size of property.

Forget the third-party expensive tech companies that flood the inbox of your guests with multiple hooks for stay upgrades. This solution costs a fraction of the price and not only provides a one-time link on your confirmation email.

4. uGrow+
From £350.00 per year depending on size of property.

Create online tests for your team to take regularly. Different level tests can form part of the colleague's induction or the continued professional development of any member of your team.

5. Spa&Go
From £350.00 per year depending on size of property.

Not only does this solution save time for your spa team, but it makes for a more intuitive and seamless guest experience. The inbuilt CRM allows you track really useful guest data and behaviours.

6. CostShield
£995.50 per year.
Includes 1 day onsite to build and train the team. Excel training is provided in addition at £450.00 per half day.

Take your P&L live. By using an online Purchase Order system, you can track expenditure against departmental sales and cost forecasts and budgets.

7. Sales Clinic
Free 30-minute consultation then £600.00 per day onsite. Fixed terms agreed in advance.

Where are gaps in your sales strategy? Our sales check list will go through all sales channels and strategies, and we'll provide advice on where you could consider tightening up processes or introduce new ideas.

8. Hotel Academy
£500.00 per month which includes build and bi-monthly visit. Requires an in-house tech savvy champion.

Our signature service encompasses pretty much everything that we do whilst providing a platform for your complete operational playbook to be accessible to your team. Having been used dozens of hotels across the UK the proven tech appeals to the Gen Z colleagues who wants to have everything in the palm of their hand. The Hotel Academy is a blank canvas and evolves differently for every hotel.

9. Auto Check-in
£395 per year.

An incredibly simple and effective auto check-in widget that will remove queues at check-in and streamline your guest data.

Reduce queues at check-in. This auto-check-in allows guests the option of completing their stay preferences and rather than ask for them at reception, simply confirm them. This is a great cross check on your corry check and sits in your arrival reg card box.

10. Wedding Sales Workshop
Individual Hotel £795.00 up to 8 delegates.
Group Hotel £795 plus £90 per delegate above 8.

Don't leave wedding sales to chance. Do you leave your sales team to just muddle through with mixed results and conversions, or do you have a strategy linked to scripts and check lists?

11. Wedding Sales CRM
£1375.00 which includes 3 days onsite, training and leaving you fully operational.

The Wedding Sales CRM is a front facing and back of house CRM that receives enquiries that instantly enter the sales administrative pipeline which any member of your team can access. When the contract is signed, the wedding then moves into your PMS for billing. The Wedding Sales CRM is built to your bespoke wedding packages and pricing.

12. Take Room Service Online
From £450.00 - Ready to go. Branded QR code provided.

Remove dog-eared room service menus and take your room service menu online. Not only can room service menus change content depending on the time of day, but they can also be closed off. Online menus save the guest calling departments whilst a payment option is also available depending on the status of guests preauth. Taking Room Service online with your current restaurant menu also means that when your restaurant is full you can still harvest restaurant revenues from your rooms.

13. Take Breakfast Room Service Online
From £395.00 - Ready to go. Branded QR code provided.

Breakfast Room Service doesn't have to be a cut down version of the restaurant experience. Afterall, you might be charging a tray charge. By providing a full, dynamic breakfast menu online you'll be adding value to experience of your guests. 10 room service a day drives £18.2k in tray charges that drops to the bottom line.

14. Shift Handover Automation
One-off payment of £150.00
Requires online platform such as Hotel Academy

Used at the end of every shift by every shift leader, The Shift Handover form summaries the operational status of every department whilst also sharing headlines on the guest experience, as well as sales and manning performance. The cool feature of this form is that when you submit it, it hits all other managers and supervisors so everyone 100% in the loop. Say goodbye to Duty Manager handover books.

15. HOD Monthly Reporting
One-off payment of £150.00
Requires online platform such as Hotel Academy

It's easy sometimes to lose sight of key priorities when you're firefighting. The HOD Monthly reporting form keeps HOD's in line with critical functions within the hotel that focus on people, health and safety and commercial performance. This reporting form actually produces a score which then feeds into appraisals.

16. Departmental Sales Trackers
Annual payment of £250.00 per Tracker
Delivered as a locked-down Excel Programme.

Our Departmental Sales Trackers have proved popular in businesses that demand sales performance v guest traffic. They work in any department. Before the shift begins guest volume is entered then the tracker shoots out what overlay sales should be expected. These are shared in pre shift briefings which may also include an element of flash training. Sales Trackers definitely convert reactive sales into proactive growth.

17. Housekeeping In & Out Control
£350.00 per year for unlimited usage
Built to your spec. Requires online platform such as Hotel Academy

If you're looking to establish and drive workflow pace in Housekeeping, then this in and out sheet will ensure cost per room cleaning manning ratios appear just right in your P&L.

18. Branded Online Portal for Management Reporting
£175.00 setup and configuration.
Hosts all your online management reporting forms.

Welcome to the digital age! Your every own online portal for team training access. This includes a bespoke named domain with top security password access. This is included within the Hotel Academy but can be purchased separately if you're looking for a simple management reporting portal.

19. HOD Team Development
£100.00 per delegate (Min 8 Max 14)

When you breakdown the HOD role, any HOD role, in any hotel, there are 12 Responsibilities and 12 Requirements that apply to all HOD's. This coaching session talks through each of these 24 KPI's before the group is asked to mark their own capability anonymously. The scores are always helpful in revealing the mood of the group, what they need, what they have, strengths, weaknesses, and opportunities. The outcome of this course delivers cohesive team unity, a unity that bounds each HOD not just to their own departmental journey but to the journey of the business.

20. Online Retail Store
£950.00
30 Products with payment gateways and system management training.

How many hotels have a retail outlet? Loads! If you're a tourist/leisure hotel the chances are that your customers are not predominantly local. So, if they buy an appealing product when visiting you, how can you convert this sale into a pipeline? By creating an online retail store, you can you sell your bedroom amenities, spa products and golf merchandise and so much more.

21. Rev Pack & EBITDA Tracker
£3450.00
Includes 5 days on site and 365-day support.

If you're looking to track your P&L live, then this is for you. Rather than fire the arrow start of month and see where it lands next month, this system has you running alongside the arrow and nudging it where you need to, to hit the bullseye. The system depends on SharePoint Excel files linked between the Finance Director, Sales Director and GM. The dynamic system sees budgeted costs flex inline with revenue. If revenue falls then costs (inc COS), also flex. This system paces all key financial dynamics to ensure maximum financial control.

22. Food Awards Consultancy
(Exploring the management of quality, economics, skills capability & consistency)
£550.00 per day. Will include a wide-ranging menu tasting)

This coaching session focusses on 7 established areas that help rationalise strengths and opportunities. This session includes the benchmarking across key areas to enhance success in achieving or maintaining awards.