

RE: RRM Avero - Swissôtel Nankai Osaka

From TAN Amanda <Amanda.TAN@accor.com>
Date Fri 8/16/2024 2:28 PM
To Edwards, Shane (SOS) <Shane.Edwards@swissotel.com>
Cc KANNAN Jayesh <Jayesh.Kannan@swissotel.com>; CHISHOLM Tony <Tony.CHISHOLM@accor.com>; Silvestre, Mariangela (SOS) <Mariangela.Silvestre@swissotel.com>; DelaCruz, David (SOS) <David.DelaCruz@swissotel.com>

Hi Shane

Great to hear from you! We would love to include Jayesh, Angela, and David to the alchemist calls. Our next call will be held on the 29th of Aug and invites will go out today.

In the meantime, here are the links to our newsletters which feature best practices in the region and the 2 previous alchemist calls.

[22. Newsletters](#)
[25. Asia Alchemist Recordings](#)

If there are any questions, we are most happy to help.

Best Regards,
Amanda

From: Edwards, Shane (SOS) <Shane.Edwards@swissotel.com>
Sent: Friday, August 16, 2024 11:33 AM
To: TAN Amanda <Amanda.TAN@accor.com>
Cc: KANNAN Jayesh <Jayesh.Kannan@swissotel.com>; CHISHOLM Tony <Tony.CHISHOLM@accor.com>; Silvestre, Mariangela (SOS) <Mariangela.Silvestre@swissotel.com>; DelaCruz, David (SOS) <David.DelaCruz@swissotel.com>
Subject: FW: RRM Avero - Swissôtel Nankai Osaka

Hi Amanda,

I hope this finds you well.

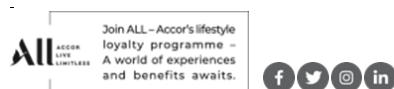
I wanted to check if it is possible to include Angela/ Jayesh and David to AlChemist or provide them with access to files and information. Collectively the 3 are involved in F&B revenue and dedicated F&B Marketing. It would be great to expose them to the many initiatives in the region as they hon their skills in the growth of F&B revenue and promotion of F&B marketing.

Kind regards,

シェーン・エドワーズ
Shane Edwards

総支配人
General Manager

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From: TAN Amanda <Amanda.TAN@accor.com>
Sent: Wednesday, August 14, 2024 11:01 AM
To: Kannan, Jayesh (SOS) <Jayesh.Kannan@swissotel.com>
Cc: DOLEZAL Christian <Christian.Dolezal@accor.com>
Subject: RE: RRM Avero - Swissôtel Nankai Osaka

Dear Jayesh

Great to hear from you! Unfortunately, I do not have a point of contact within Avero as it has been quite a few years since our hotels within the region have used the system. Most are on In Touch Data for F&B.

However, I've previously tried reaching out to Avero through the contact form on their website (<https://averoinc.com/contact>) and they are very responsive there.

Would you mind trying to contact them through this, and keep me in copy so that I provide any support if necessary?

Thank you.

Best Regards,

Amanda



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From: Kannan, Jayesh (SOS) <Jayesh.Kannan@swissotel.com>
Sent: Wednesday, August 14, 2024 8:07 AM
To: DOLEZAL Christian <Christian.Dolezal@accor.com>
Cc: TAN Amanda <Amanda.TAN@accor.com>
Subject: Re: RRM Averro - Swissôtel Nankai Osaka

Dear Christian,

Noted.

Dear Amanda,

Greetings from Swissôtel Nankai Osaka!

Can you please share the point of contact for RRM Averro. We are keen on getting a demo to understand the product and it's features. Thank you!

Best regards,

JAYESH KANNAN

ジェイエッシュ カナン

Director of Revenue Management

Swissôtel Nankai Osaka

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From: DOLEZAL Christian <Christian.Dolezal@accor.com>
Sent: Wednesday, August 14, 2024 3:51 AM
To: Kannan, Jayesh (SOS) <Jayesh.Kannan@swissotel.com>
Cc: TAN Amanda <Amanda.TAN@accor.com>
Subject: RE: RRM Averro - Swissôtel Nankai Osaka

Hi Jayesh,

May i suggest contacting Amanda Tan, cc in my email

Sorry, there was a bit back and fore with new contract with Averro, most hotels go ahead with ITD – if Amanda (from Accor) cannot help, i will try to connect you with Averro directly if ok

Thank you

Christian



Christian Dolezal
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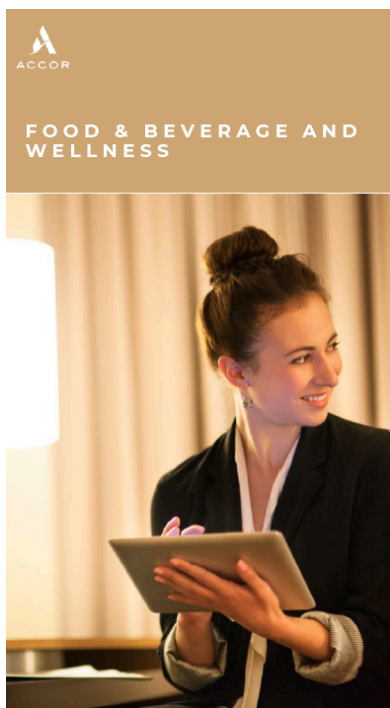


From: Kannan, Jayesh (SOS) <Jayesh.Kannan@swissotel.com>
Sent: 13 August 2024 10:23
To: DOLEZAL Christian <Christian.Dolezal@accor.com>
Subject: RRM Averro - Swissôtel Nankai Osaka

Dear Christian,

Greetings from Swissôtel Nankai Osaka!

Can you please share the point of contact for RRM Averro. We are keen on getting a demo to understand the product and it's features.



Service owner / Contact

Christian DOLEZAL

Service ID# RRM.607

Restaurant Revenue Management Platform

RESTAURANT REVENUE MANAGEMENT

Restaurant Revenue Management (RRM) Platform solution optimizes the hotel's restaurant, bar and room service revenues and profit.

Through an automated food and beverage (F&B) analytics platform, RRM empowers the hotel to optimize F&B profits, increase server sales performance, create business opportunities to drive additional revenue and enhance the hotel dining experience.

It provides hotel teams with:

Strategic insights, data-driven performance metrics such as Table & Seat occupancy, Average check, Sales mix, Server performance, Menu Engineering

And Training for commercial teams to increase profit and improve cost management

RRM – Restaurant Revenue Management platform is either powered by:

RRM In Touch Data OR RRM Avero.

Pre requisite updated: RRM Platform powered by a referenced RRM provider (ie: In Touch Data, Avero...)

Service benefits

1. Optimize F&B profitability (improve restaurants, bars and room service performance, by empowering them with data-driven insights)

Brands

All Brands

Countries

ALL COUNTRIES

Operating type

Management; Franchise

Requirement

Optional

Status vs 2024

No change

Billing details

Hotel	Billable by Accor	Per hotel	Price to be confirmed in Q4 HOTEL
Supported by	Accor Billable by	Yearly Base & Frequency	No Cost HUB/HQ Cost

Best regards,

JAYESH KANNAN

ジェイエツシュ カナン

Director of Revenue Management

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