









WE realise our business operation is where we can really leave a positive lasting impression upon our guests and complement the technology that improves their experience. Each property will follow a strident set of Standard Operating Procedures (SOP's) which will be the crux of all our day to day business functions. Our small team will be knowledgable on the local area and what makes our guests tick.

#### GENERAL MANAGER

Our GM's will be responsible for all daily financial reporting. Initially, working closely with our outsource finance resource, the managers would be responsible for delivering sales, payroll and cost of sale information every day. We will make finance reporting easy - they will not be responsible for budget setting or P&L reporting ensuring ethic focus remains on the day to day operations. They will also take overall responsibility for property recruitment, training & people development.

Ultimately, they will be responsible for ensuring we remain constantly passionate about service and committed to the TOWNHOUSE core values and behaviours.

#### REVENUE MANAGER

Our second in command will have responsibility for the management of our 'HOSTS' team and the daily management of the TOWNHOUSE hotel pricing model ensuring daily reporting on revenue, occupancy, trend analysis and competitor pricing.

#### SENIOR HOST

The day to day face of the business, our Senior Host and their team will be responsible for delivery outstanding, limitless service for our guests. They will be experts of the local area, embrace our use of technology and always be able to call in a favour to get our guests ahead of the crowd.

The team will be supported by efficient housekeeping and maintenance teams, who would also follow a strict SOP approach in order to maintain consistency and standards.





OPERATIONS