

Contract Intake Form

Property:

Vendor:

_____ **New Contract** _____ **Renewal**

Scope of Services:

Competitive Bids Received? Provide detail:

Pre-Approval Checklist:

- _____ *Correct legal entity for hotel is on the contract*
- _____ *Property leadership has reviewed and verified all contract terms*
- _____ *Contract addendums are attached, if applicable*
- _____ *No personal guaranty required*
- _____ *No unfavorable Automatic Renewal terms are included in contract terms*
- _____ *Insurance Certificates Attached, if applicable (refer to S.O.P. for requirements)*
- _____ *All terms in compliance with terms of Management Agreement*
- _____ *Required Corporate approvals obtained (e.g. VP of Operations, VP of Revenue Strategy, VP of Sales & Marketing, VP of Construction, Corporate Director of HR)*
List Names: _____

Comments/Concerns:

Submitted by:

Date Submitted:

Approved by:

Date Approved:

_____ **Signed copy of agreement and Insurance Certificates archived on Company Data Base**

Pace

Activity Dates: 1/1/2019 - 4/17/2019
 Properties: DoubleTree by Hilton Nashua
 Revenue Types: Banquet, Catering
 Guestroom: Blocked
 Event Revenue Classifications: Food, Beverage, Resource, Audio Visual, Administrative Charge, Other, Function Room Rental

Consumption Dates: 1/1/2019 - 12/31/2019
 Sales Managers: All
 Sales Manager Role: Booked By
 Include Guestroom/Event Revenue: Guestroom

DoubleTree by Hilton Nashua (USD)																
	Activity for 1/1/2019 - 4/17/2019					Definites On The Books as of 4/17/2019						Pace			On the Books as of 4/17/2019	
												Variance to STLY				
	New Definite	Lost / Downgrade	Reval	Slippage	Net Change	Definite	Budget	Variance	%	Actual Last Year	STLY	Revenue	%	Tentative STLY	Prospect	Tentative
2019	4235	62	-145	62	4004	7109	0	7109	0%	10802	7520	-411	95%	269	2838	609
	544905	8618	-21393	8618	510387	911139	0	911139	0%	1560131	1014065	-102925	90%	35793	237588	81461
January	113	0	0	0	131	495	0	495	0%	229	229	266	216%	0	0	0
	14199	0	0	0	16325	59441	0	59441	0%	26887	26887	32554	221%	0	0	0
Guestrooms	113	0	0	0	131	495	0	495	0%	229	229	266	216%	0	0	0
Guestroom Revenue	14199	0	0	0	16325	59441	0	59441	0%	26887	26887	32554	221%	0	0	0
Average Rate	125.65	0.00	0.00	0.00	124.62	120.08	0.00	120.08	0%	117.41	117.41	2.67	102%	0.00	0.00	0.00
February	409	0	0	0	355	502	0	502	0%	202	202	300	249%	0	0	0
	50504	0	0	0	44036	61652	0	61652	0%	27643	27643	34009	223%	0	0	0
Guestrooms	409	0	0	0	355	502	0	502	0%	202	202	300	249%	0	0	0
Guestroom Revenue	50504	0	0	0	44036	61652	0	61652	0%	27643	27643	34009	223%	0	0	0
Average Rate	123.48	0.00	0.00	0.00	124.05	122.81	0.00	122.81	0%	136.85	136.85	-14.03	90%	0.00	0.00	0.00
March	229	0	0	0	243	745	0	745	0%	890	895	-150	83%	0	0	0
	28662	0	0	0	28725	94055	0	94055	0%	112213	112758	-18702	83%	0	0	0
Guestrooms	229	0	0	0	243	745	0	745	0%	890	895	-150	83%	0	0	0
Guestroom Revenue	28662	0	0	0	28725	94055	0	94055	0%	112213	112758	-18702	83%	0	0	0
Average Rate	125.17	0.00	0.00	0.00	118.21	126.25	0.00	126.25	0%	126.08	125.99	0.26	100%	0.00	0.00	0.00
April	543	0	0	0	541	852	0	852	0%	513	526	326	162%	0	0	0
	66169	0	0	0	65940	105879	0	105879	0%	65105	67689	38190	156%	0	0	0
Guestrooms	543	0	0	0	541	852	0	852	0%	513	526	326	162%	0	0	0
Guestroom Revenue	66169	0	0	0	65940	105879	0	105879	0%	65105	67689	38190	156%	0	0	0
Average Rate	121.86	0.00	0.00	0.00	121.89	124.27	0.00	124.27	0%	126.91	128.69	-4.41	97%	0.00	0.00	0.00
May	618	0	-9	0	609	726	0	726	0%	1097	1379	-653	53%	0	194	174
	86504	0	-1431	0	85073	102058	0	102058	0%	141468	189523	-87465	54%	0	13325	24336
Guestrooms	618	0	-9	0	609	726	0	726	0%	1097	1379	-653	53%	0	194	174
Guestroom Revenue	86504	0	-1431	0	85073	102058	0	102058	0%	141468	189523	-87465	54%	0	13325	24336
Average Rate	139.97	0.00	159.00	0.00	139.69	140.58	0.00	140.58	0%	128.96	137.44	3.14	102%	0.00	68.69	139.86
June	771	0	-132	0	639	1556	0	1556	0%	737	829	727	188%	37	230	0
	98349	0	-18768	0	79581	204644	0	204644	0%	104653	124534	80110	164%	4465	15540	0
Guestrooms	771	0	-132	0	639	1556	0	1556	0%	737	829	727	188%	37	230	0
Guestroom Revenue	98349	0	-18768	0	79581	204644	0	204644	0%	104653	124534	80110	164%	4465	15540	0
Average Rate	127.56	0.00	142.18	0.00	124.54	131.52	0.00	131.52	0%	142.00	150.22	-18.70	88%	120.68	67.57	0.00
July	383	0	15	0	398	540	0	540	0%	734	526	14	103%	50	767	30
	51993	0	2085	0	54078	71416	0	71416	0%	95255	67670	3746	106%	6950	60311	3870
Guestrooms	383	0	15	0	398	540	0	540	0%	734	526	14	103%	50	767	30
Guestroom Revenue	51993	0	2085	0	54078	71416	0	71416	0%	95255	67670	3746	106%	6950	60311	3870

DoubleTree by Hilton Nashua (USD)

	Activity for 1/1/2019 - 4/17/2019					Definites On The Books as of 4/17/2019						Pace			On the Books as of 4/17/2019	
												Variance to STLY				
	New Definite	Lost / Downgrade	Reval	Slippage	Net Change	Definite	Budget	Variance	%	Actual Last Year	STLY	Revenue	%	Tentative STLY	Prospect	Tentative
Average Rate	135.75	0.00	139.00	0.00	135.87	132.25	0.00	132.25	0%	129.78	128.65	3.60	103%	139.00	78.63	129.00
August	103	0	0	0	103	200	0	200	0%	707	754	-554	27%	20	628	0
	12546	0	0	0	12546	25881	0	25881	0%	92228	96464	-70583	27%	2580	45612	0
Guestrooms	103	0	0	0	103	200	0	200	0%	707	754	-554	27%	20	628	0
Guestroom Revenue	12546	0	0	0	12546	25881	0	25881	0%	92228	96464	-70583	27%	2580	45612	0
Average Rate	121.81	0.00	0.00	0.00	121.81	129.40	0.00	129.40	0%	130.45	127.94	1.47	101%	129.00	72.63	0.00
September	782	31	0	31	751	1173	0	1173	0%	1449	642	531	183%	90	291	78
	100483	4309	0	4309	96174	144924	0	144924	0%	227940	102667	42257	141%	12510	23489	12402
Guestrooms	782	31	0	31	751	1173	0	1173	0%	1449	642	531	183%	90	291	78
Guestroom Revenue	100483	4309	0	4309	96174	144924	0	144924	0%	227940	102667	42257	141%	12510	23489	12402
Average Rate	128.49	139.00	0.00	139.00	128.06	123.55	0.00	123.55	0%	157.31	159.92	-36.37	77%	139.00	80.72	159.00
October	45	31	-19	31	-5	79	0	79	0%	2054	688	-609	11%	0	516	0
	6555	4309	-3279	4309	-1033	12245	0	12245	0%	333839	85272	-73027	14%	0	61463	0
Guestrooms	45	31	-19	31	-5	79	0	79	0%	2054	688	-609	11%	0	516	0
Guestroom Revenue	6555	4309	-3279	4309	-1033	12245	0	12245	0%	333839	85272	-73027	14%	0	61463	0
Average Rate	145.67	139.00	172.58	139.00	206.60	155.00	0.00	155.00	0%	162.53	123.94	31.06	125%	0.00	119.12	0.00
November	184	0	0	0	184	186	0	186	0%	1490	514	-328	36%	72	212	20
	23096	0	0	0	23096	23097	0	23097	0%	238752	71432	-48335	32%	9288	17848	2380
Guestrooms	184	0	0	0	184	186	0	186	0%	1490	514	-328	36%	72	212	20
Guestroom Revenue	23096	0	0	0	23096	23097	0	23097	0%	238752	71432	-48335	32%	9288	17848	2380
Average Rate	125.52	0.00	0.00	0.00	125.52	124.18	0.00	124.18	0%	160.24	138.97	-14.80	89%	129.00	84.19	119.00
December	55	0	0	0	55	55	0	55	0%	700	336	-281	16%	0	0	307
	5845	0	0	0	5845	5845	0	5845	0%	94145	41526	-35681	14%	0	0	38473
Guestrooms	55	0	0	0	55	55	0	55	0%	700	336	-281	16%	0	0	307
Guestroom Revenue	5845	0	0	0	5845	5845	0	5845	0%	94145	41526	-35681	14%	0	0	38473
Average Rate	106.27	0.00	0.00	0.00	106.27	106.27	0.00	106.27	0%	134.49	123.59	-17.32	86%	0.00	0.00	125.32



HOTEL OPERATIONS STANDARD OPERATING PROCEDURES

	<u>SECTION - POLICY NO.</u>
Section 1: Administration and General	
• Contracts and Leases	1-1
• Expense Reports	1-2
• Purchase Order Procedures	1-3
• Weekly Staff Meetings	1-4
• Stand-Up Meetings	1-5
• Exempt Team Member Hiring Approval	1-6
• Change of GM Checklist	1-7
• Monthly GM Call	1-8
• Manager On Duty (MOD) Program	1-9
• Reporting Requirements	1-10
• Executive Summary – Format and Reporting	1-11
• Trade Outs	1-12
• Legal Notices: Subpoena, Wage Garnishment, EEOC, etc.	1-13
• Media Inquiries	1-14
• Insurance Certificates	1-15
• Weekly Flash Reports	1-16
• Travel Policies	1-17
 Section 2: Risk Management/Safety	
• Workers Comp	2-1
• Guest Liability	2-2
• Property Damage	2-3
• Emergency Response Procedures: Fire, Power Outage, Robbery, Hurricane Preparedness, Civil Disorder, Death or Injury to a Team	2-4

Member or Guest, Bomb Threat, Active Shooter	
• Communication Protocol: Maintain Master List of Contacts, Phone Tree, Key Corporate Accounts	2-5
• Responsible Alcohol Service	2-6
• Self Closing Doors	2-7
• Door Viewers	2-8
• Phone Answering Procedures	2-9
• Company Vehicle Policy	2-10
• Team Member Vehicle Policy	2-11
• Incident Reports – Insurance Claim Procedures	2-12
• Key Control – Duplicate Key Policy	2-13
• Life Safety Equipment & Maintenance	2-14
• Safety Deposit Boxes	2-15
• Hazardous Material Procedure	2-16
• Security	2-17
• Safety Committee	2-18
• Loss of Money or Securities	2-19
• Pool Safety Procedures	2-20
• Exercise Room Safety Requirements	2-21
• Lost and Found	2-22
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Section 3: Rooms Division

• Guest Score Action Plans/Standard	3-1
• Guestroom Inspections – GM/MOD	3-2
• Linen Inventory	3-3
• Courtesy Calls	3-4
• Service Recovery	3-5
• Arrival Greeting	3-6
• Thermostat Temperature Settings – Guestrooms/Public Space	3-7
• GM Responsibility	3-8
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Section 4: Food &

• Menu Approval	4-1
• F & B Inventory Procedures	4-2
• Receiving Procedures	4-3
• F & B Area Security	4-4
• Manager/Server Alcohol Awareness Training	4-5
• F & B Cost Transfers	4-6
• Banquet Check Control	4-7
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Section 5: Maintenance

• Work Order System	5-1
• PM Program Guestrooms – Self Closing Doors, Door Viewers	5-2
• PM Program Commercial/Public Space	5-3
• Tool Inventory and Assignments	5-4
• Energy Checklist	5-5
• Capital Procedures	5-6
• Procurement	5-7
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Weekly Flash Report

Policy: The Weekly Flash report is to be completed accurately with insightful commentary each week and submitted by Friday at 1pm CST.

Purpose: The weekly flash provides an essential operational, revenue and guest satisfaction snapshot to all property stakeholders ensuring that proactive strategies are in place to address negative trending and capitalize on positive trending.

Procedures:

Monthly

1. Create a new file for the month in the Weekly Flash folder located in drop box.
2. The file should be named utilizing your HMA property code, weekly flash, month, year (HMA Weekly Flash January 2019).

Week 1

1. Only input data in highlighted cells.
2. Input hotel name, month start/end & date completed.
3. Input the current week STR data.
4. Input current month budget, locked forecast and last year financial data.
 - a. Hint-The QTR tab in Future Inn Focus will provide all required data.
5. Input pace data including OTB current week, OTB last week, STLY, Forecast and Budget for each applicable segment for your property.
6. Complete the aging summary.
7. Add STR, Revenue, Profitability, Pace, Aging, HR & Capital commentary.
8. Complete the "GSS Snapshot" tab.

Week 2-5

1. Input the date completed.
2. Input the current week STR data.
3. Input your weekly ITM-FTM reforecast from Future Inn Focus.
4. Input pace data including OTB current week, STLY & forecast data for each applicable segment.
5. Complete the aging summary.
6. Add STR, Revenue, Profitability, Pace, Aging, HR & Capital commentary.
7. Complete the "GSS Snapshot" tab.

GSS Snapshot

1. Input the date completed.
2. Input QA status (Pass/Fail, Outstanding, etc.), score and QA date.
3. Fill-in the required TripAdvisor information.
4. Add the 5 most recent comments since last report noting the review date.
 - a. This is a rolling top 5 of recent comments and all 5 fields should always be populated.
5. Complete the Brand GSS KPIs table.
 - a. Be sure to select your applicable brand before entering GSS data.

Distribution

1. Submit the flash no later than 8am CST Friday to your Regional Director of Revenue Management for review.
2. Once the Corporate Revenue Manager has reviewed the report, email the completed flash to your Operations VP, Carol Harman & Jeff Michael.
3. Submit the report via email no later than Friday at 1pm CST.

Additional Notes

1. The data should be sourced no earlier than the Wednesday data each week.
2. Please speak to large variances week over week in your commentary.
3. Review the report prior to submittal for accuracy and insightful commentary.
4. All flash report files must be stored in drop box in the designated Weekly GM Flash folder.
5. Do not modify the file formats.
6. No end of month flash is required.

Author: Jeff Michael

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Departmental Cross Reference: Revenue Management, Sales & Marketing