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What Hotel Experts Say About..



Electronic Equipment Is All Around Trends 2014 by Hotel Solutions Partnership

## Electronic Equipment Is All Around

How to keep the room amenities even better

Over the last years, the rapid growth of the web interface quality opens new perspectives in furnishing of guestroom amenities.

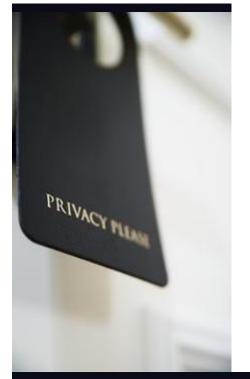
This mainstream leads to the modernization of hotel electronic systems. Not only technical equipment, distribution systems and operational technologies with electronic drivers but also the consumer electronics including multipurpose audio, video and smart systems is required. Our guests staying at the hotel are seeking for these "high-tech toys" as aren't different as at home; rather all these amenities are expected in premium quality (and more expensive).

Since that time when the property management systems were converted from DOS to Windows for about ten years ago, the PMS tools were adapted to all types of hotel properties, not to hotel chain members only. The updated budget for SW/HW equipment with an adequate interface quality connection was needed. The furnishing of internet boardrooms, WiFi access in public spaces and a high-speed WiFi in the guest rooms were included in CAPEX planning consequently.

Author: Milos Neumann Area: CEE FF&E Planning Section: Issued by:

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Re-Edition 2017



Today, a virtual reality is not the on-line booking only. The mobile ielectronics enable you to share the hotel information together with in-house amenities that are the Stay & Play Wireless Systems - "the game/movie/music toys - All in One" but the out-of-date IT hotel technologies and its narrow limits of processor storage or low speed drivers are not compatible with newly distributed consumer electronics.

These leisure time guest room amenities are trendy not only for the brand corporations though we know that this HotelMatter turns back.

# Associates Hotel Solutions Partnership

# The Global Hospitality Services

# Milos Neumann Vice President Czech Republic



Milos Neumann provides his clients with advice on hotel development strategy, hotel project management, hotel franchise and management contract negotiation as well as pre-opening services.

Based in Prague, Czech Republic, Milos provides clients in Central and Eastern Europe and beyond with a comprehensive set of negotiation tools and services ensuring that hotel business strategy is reflected in the underlying contracts between the various parties as well as ensuring that the hotel operation is structured and managed for optimal profitability. His advice is also sought for risk management, borrowing terms, construction cost supervision, franchise

application, quality assessment, business plan preparation, due diligence reviews and other advisory services.

Milos has been leading his own consultancy for more than a decade and in this time has had a wide range of diverse assignments in a number of countries for a number of investors, lenders and operators. Including his corporate career, he has worked on more than 200 separate projects and these have included the full range of properties hotels, hotel chains, ski properties, boutique hotels, castle residences, restaurant and congress centres. His advice has been both in respect of the pursuit of branding and operational excellence as well during a M&A deal. He has prepared long term cash flow forecasts to support the purchase price of a deal. Clients have included OREA (owners of a portfolio of 25 hotels). MOL (owners of 17 hotels), Euroagentur Atrium Congress Hotel as well as ECM Development.

Prior to creating his consultancy more than 10 years, Milos worked with Cendant Corporation and Sun Franchise Systems as their Senior Business Analyst for Central and Eastern Europe. His early career was in number of operational management roles with Best Western and Corinthia Hotels as well as with the privately owned Prague Casa Marcello Hotel.

Milos is a graduate of the Hotel Management School and University of Prague.

# Areas of Expertise

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- ✓ Development strategy
- Franchisee and relationship management

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- ✓ New hotel openings
- ✓ Project management



# The Global Hospitality Services

#### **UK EMEA TEAM**

Name: Katrina Craig (CEO) Skill Set: Management of Aquisition

& Development processes

Country: United Kingdom

Name: Alastair Stevenson Skill Set: Market Studies Country: United Kingdom

Name: Dorothy Cusak Skill Set: Brand Positioning

& Development Feasibility

Country: Ireland

Name: Douglas Wignal

Skill Set: Legal/Management Contracts

Country: United Kingdom

Name: Duncan MacArthur Skill Set: Operational reviews

& SOPs

Country: United Kingdom

Name: Ewa Kossakowska Skill Set: Channel management & Sales & Marketing Strategy

Country: Poland

Name: Frank Coan
Skill Set: Sales & Marketing
Action Planning
Country: United Kingdom

Name: Greg Place Skill Set: Pre-opening &

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Name: Ian Graham

Skill Set: Non-executive Advisory Country: United Kingdom

Name: Kalel Leaman

Skill Set: Identification of Aquisitions
& Development Opportunities

Country: United Kingdom

Name: Larry Bowman

Skill Set: Human Resource Audits, Organisational Design & Training

Country: Switzerland

Name: Manuel Sanchez

Skill Set: Integrated Resort Planning & Operational improvement

Country: Spain

Name: Mark Godfrey

Skill Set: Operational Due Diligence

& Turnaround Country: United Kingdom Name: Jonathan Barker Skill Set: Corporate identity & Interior Architecture

Country: United Kingdom

Name: Mike Wrigley

Skill Set: Technology Analysis
Evaluation & Strategic Direction

Country: United Kingdom

Name: Milos Neumann Skill Set: Due diligences to support transactions

Country: Czech Republic

Country: Czech Hepublic

Name: Peter Fizgerald Skill Set: Distribution analysis

& Strategies
Country: United Kingdom

Name: Petra Deuter Skill Set: Hotel & Resort

Repositioning & Branding Country: Germany/UK

Name: Philippe Maricq Skill Set: Risk Management

M&A & Financial Planning

Country: Belgium

Name: Richard Coates Skill Set: Business Strategy Country: United Kingdom

Name: Sami Ahmad

Skill Set: Business Development Country: Kingdom of Saudi Arabia

#### ASIA PACIFIC TEAM

Name: David Williams (COO)
Skill Set: Sustainability, Financial Control

& Management Contract

Negotiations

Country: Hong Kong SAR

Name: Dierdre Renniers Skill Set: Concept Studies & Design

Country: Singapore

Name: Felix Guggenheim Skill Set: Technical Services & F&B Concepts

Country: Philippines

Name: Gaby Gambina Skill Set: Business Planning & Investment Analysis

Country: Indonesia

Name: Niall Murray

Skill Set: Gaming, Casinos & Entertainment

Country: Macau

#### **AMERICAS TEAM**

Name: Doug Fiedler (COO)
Skill Set: Business Strategy
& Service Improvement

Country: USA

Name: Cindy Miller

Skill Set: Branding, Strategic Marketing, Show & Media Production

Country: USA

Name: Dave Marshall

Skill Set: Travel, Distribution, Marketing

Country: USA

Name: Dennis Nau

Skill Set: Marketing Entry strategies

Country: USA

Name: Gideon Dean

Skill Set: E-Commerce Analysis

& Strategies

Country: USA

Name: John Healy

Skill Set: Change Management, Recievership and Shared Services

Country: USA

Name: Mike Collins

Skill Set: Operational Analysis & Strategy utilising

Six Sigma

Country: USA

Name: Ranjit Gunewardane Skill Set: Hotel Space Planning

& Technical Services

Country: USA

Name: Stephan Juliusburger Skill Set: Food & Beverage

Concepts & Evolution

Country: USA



Areas of Expertise

## Partner in Hotel Management Services



#### Partner in Hotel Management Services Areas of Expertise

### Services in A-Z

We partner in following areas of expertise:

Asset management

Benchmarking performance

Balanced investment strategy

Basic design supervision

CAPEX plan, pricing

Cash-Flow Forecast / 1 property

Cash-Flow Forecast / hotel portfolio

Coaching strategy

Competitive Cluster

Construction cost engineering

Control system and pricing policy strategy

Development strategy

Due diligence operational and finance

Environmental site analysis

E-Promotion and HTML creating

Equity and debt scenarios for bank

EU Grants / Structural Funds in Tourism

Feasibility analysis of construction concept

Feasibility analysis of the hotel profitability

Feasibility of investment

Fee structure analysis for investor

Floor plan of hotel operational system

Franchise relationship management

GOP valuation / 1property

GOP valuation / hotel portfolio

GOP valuation for hotel franchisor

Historical accounting data analysis

Historical PMS data analysis

Hospitality business intelligence

Hotel contracts negotiation and valuation

Hotel inspections

Hotel management depth interviews

Hotel standards and classification planning

Hotel start-up

Innovation management

Investment consultancy

Investment credit support / Business Plan

Investment credit support / ROI

Hotel Forecast, ROI Valuation

Investment credit support / Construction

**Budget Appraisal** 

Investment credit support / Project

Concept introduction

Management contract supervision

Profitability analysis of Mergers & Acquis.

Project supervision

Real estate appraisal

Risk and sensitivity analysis for investor

Risk sensitivity analysis processing

**ROI** valuation

Short-term hotel management

Site and environmental analysis

Standard operating procedures

Technical and financial supervising

Technical, operational Due Diligence

Tender management services

Turn-key construction and FF&E pricing

Turn-key construction pricing

At HotelsConsult.com, excellence in service providing is our principle goal; sharing of experience on best practice comes from the hotel management, from the business development of franchise corporations, from the project finance, and hotel pre-opening.

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