
A boutique
platform for
real estate
development
and hospitality
management
that is innovative,
sustainable, and
engaging.

*We approach each aspect
of our work through a
combination of innovation,
sustainability & beauty.*

Property Management

- Daily operations management, including front desk, housekeeping, maintenance, food and beverage, and other departments
- Implementation and management of property-specific standards and procedures
- Quality control to ensure consistent service and guest satisfaction
- Cost control and budget management to maximize NOI

Sales & Marketing/Revenue Management

- Development and execution of brand concept and marketing strategies to create awareness and drive reputation and ROI
- Revenue management to optimize room rates and occupancy levels
- Management of online and offline distribution channels, including partnerships with online travel agencies (OTAs) and global distribution systems (GDS)
- Align with public relations and create promotional activities to increase the property's visibility and reputation
- Oversight of corporate, group, and catering sales efforts

Finance and Accounting

- Annual budgeting and capital expenditure creation and management
- Financial analysis and reporting to property owners and investors
- Annual, quarterly and monthly reporting and presentation
- Accounts payable and receivable management
- Procurement and vendor management



Human Resources and Staffing

- Recruitment, training, and development of hospitality team
- Implementation of human resources and company policies, procedures, and core values from Fathom
- Labor relations and compliance focused on increased retention

Technology and Systems

- Implementation and maintenance of property management systems (PMS) and point of sale systems (POS)
- Introduction and maximization of software for guest services, reservations, and property operations creating maximum efficiencies
- Data security and compliance with industry standards

Guest Services

- Constant dedication to a high level of guest satisfaction and engagement
- Promptly addressing guest feedback and resolving any issues that arise
- Award winning concierge style guest service offerings providing a unique programming specifically for the property

Facilities Management

- Maintenance of the physical infrastructure of the property
- Oversight of quarterly preventive maintenance and repairs
- Sustainability initiatives and environmental practices

