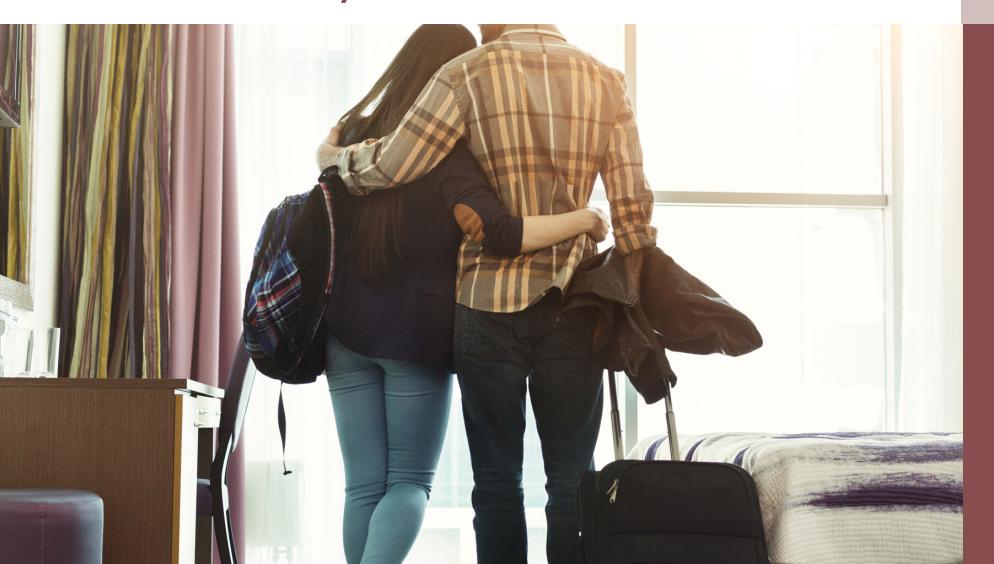
## How to reopen your hotel after the COVID-19 crisis?

be ready to move forward





By welcoming the guests in a safe environment



By setting up social distancing in the public areas



By improving the cleaning process (publics areas, guestrooms)



By controlling the costs



Hospitality Expert
South-East Asia

# be ready to move forward? 99







local and regional customers?

## How to update your operation process (SOP)?





By consolidating your hotel international standards



By strenghthening the routine procedure



To becoming a role model in the hospitality industry



Priorities : health, safety, cleanness



South-East Asia



#### Why it is important to train your team?

99

be ready to move forward





To keep a restricted but effective team during the reopening time



To empower and strengthen the skills of your team



To assure a long term customer service



Priorities:
strong Human Resources
and high value service

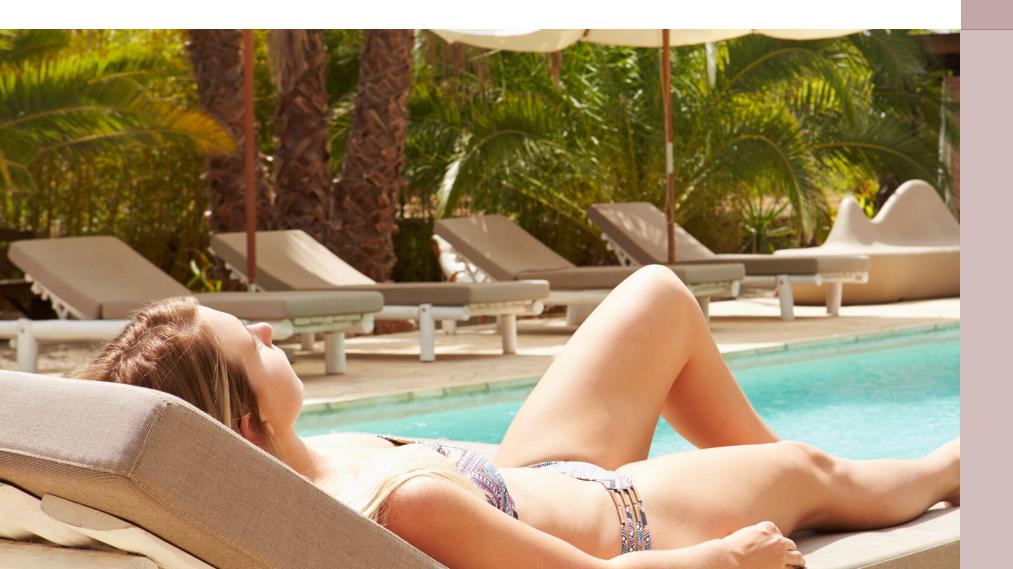


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#### How to target on local and regional customers?

be ready to move forward





By creating new offers for the local market



By diversifying the clientele based on the airline routes reopening



By communicating on the implementation of new procedures to reassure futurs customers



Hospitality Expert