

## ABOUT US

The Blackstone Hospitality Group was founded in 2007 and is a wholly New Zealand owned and operated group of companies specialising in hospitality, property and commercial services management in the Australasian and South Pacific regions.

We provide services to standalone operations through to group owned portfolios in countries across the Australasian and South Pacific regions. With a network of professional contacts across these regions and as a member of the Property Council & Tourism Industry of Aotearoa we have access to the latest hospitality accommodation, property and travel trends.

Our approach to managing businesses at all levels within the hospitality and property management sectors shows through in our results and we are proud to be innovators and leaders in these areas.

# BLACKSTONE

HOSPITALITY AND PROPERTY SPECIALISTS



## KEY SERVICE

DETAILS

# HOSPITALITY MANAGEMENT

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Blackstone Hospitality Management has a large and varied accommodation portfolio, including its own properties. The Blackstone Hospitality team manages and develops accommodation and hospitality offers and properties for both local and off-shore investors. Our personalised management focus and service ensure we achieve maximum value and returns from each property and business.

The Groups comprehensive range of services can be provided either as a complete management service or as select options from the range offered. Key services are detailed below.

**For all inquiries simply Get in Touch through the Blackstone Group website.**

## MANAGEMENT BUSINESS MODELS

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### HOSPITALITY MANAGEMENT BUSINESS MODELS

#### Developer or Third Party

Fully Owned Property managed by Blackstone under a management contract.

Fully Owned Property leased to and operated by Blackstone as a Group entity.

Joint Venture Ownership agreement with Blackstone.

#### Group Owned Property

Blackstone purchase the property.

## OPERATIONS MANAGEMENT

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### PROCUREMENT & SUPPLY CHAIN MANAGEMENT

#### Market Research

To achieve maximum cost and service efficiencies e.g. utility options are evaluated on cost.

#### Licence Procurement

For all required operational licences e.g. health and safety certification, liquor and gambling licensing.

#### Accommodation Certification

Obtaining independent body star and environmental rankings.

#### Procurement Reviews

To ensure the most cost efficient and effective supply chains.

### RATES & YIELD MANAGEMENT

#### Market Research

Full SWOT analysis to establish market trends and competitor set.

#### Rate & Marketing Planning

Establish trends (e.g. seasonal) and develop pricing and market plans.

#### Online Channel Management

To maximise rates and bookings through third party sites e.g. OTAs.

#### Offer Development

Develop areas that will drive revenue e.g. concierge services.

#### Tourism Accreditation Schemes

Alignment of property to obtain necessary rankings that drive bookings.

#### Certification Requirements

Assist with accreditation programme audits and inspections.

## FINANCE & ADMINISTRATION

### **Budget Analysis**

Full budget, profit and loss (P&L) analysis.

### **Budget Preparation**

Annual budget preparation and review.

### **Owner Reporting**

Comprehensive reporting systems to owner.

### **Monthly Reporting**

Monthly P&L for all departments.

### **Operations Cost Analysis**

Monitoring and analysis of operations.

### **Revenue Analysis**

Monthly analysis and variance description.

## HUMAN RESOURCES & PEOPLE MANAGEMENT

### **Identifying Talent**

Sourcing hospitality talent in the local market place.

### **Recruitment Strategies**

Such as onsite open days with applicants to assess their fit.

### **Recruitment**

Full recruitment package.

### **Brand Training Programmes**

Tailored training aligned with the brand and target market.

### **Ongoing Training Programmes**

Tailored departmental training programmes.

### **Reward & Recognition Processes**

Structured, meaningful programmes to deliver results sought.

### **Talent MGMT & Development**

KPI based programmes for general and management teams.

### **Workforce Planning Systems**

To assess and maximise cost and work efficiencies.

### **People Measurement**

Assess productivity levels and result standards.

### **Benchmarking & Analytics**

Provide ongoing measurement of team performance.

### **Performance Management**

Assist with management where performance needs to improve.

## SALES & MARKETING

### **Market Research**

Identify market conditions, trends and competitor set.

### **Branding Strategy**

Create and develop suitable branding to align all potential revenue streams.

### **Brand Positioning**

Assist with naming, logos, signage, stationery, compendiums etc.

### **Onsite Marketing**

Review and develop the design of public areas to promote offers, tours etc.

### **National Accreditation Schemes**

Provide support and policies that will achieve accreditation.

### **Price Positioning**

Pricing structure, monthly market and competitor price monitoring.

### **Price Strategies & Offers**

To maximise ADR and create additional revenue.

### **Offer Positioning**

Align policies and amenities with key customer booking drivers.

### **Web & Mobile Sites**

Design, build and provide images and written content.

### **Social Media Presence**

Develop social media presence strategy and manage content.

### **Online Development**

Maximise Google ranking criteria eg strong SEO, ad word advertising etc.

### **OTA Channel Management**

Establish and manage profiles to drive bookings and ADR.

### **Upsell Programmes**

Generate additional revenue and provide great customer experiences.

### **Marketing Databases**

Creation and management of guest databases.

### **Promotion Programmes**

Email marketing, social media management and targeted offers.

## **CONSULTANCY SERVICES**

### **HOSPITALITY MANAGEMENT BUSINESS MODELS**

#### **Services the Blackstone Team can provide include:**

Full and Select Consultancy Services.

Hospitality, Residential and Commercial Development.

Hospitality, Residential and Commercial Property and Business Management.

Luxury Services Management.

## **PROPERTY MANAGEMENT**

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With an extensive residential property portfolio, along with a diverse portfolio of commercial sites in prime locations, the Group has a track record of high returns and successful long-term relationships with local and off-shore investors.

The Group's highly experienced Property Team will manage your property as we would manage our own and offer specialised, tailored services designed to return the best yield alongside a competitive fee structure.

The Team can offer full packages or select service options. Key services include:

## **BUILDING MANAGEMENT SERVICES**

### **On-Site Building Management**

Provide full or partial on-site building managers.

### **Tailored Building Management**

Supply live-in, mobile or remote building management services as required.

### **Common Area Management**

Routine maintenance and cleaning services for common areas.

### **General Management**

Advice on and management of long term maintenance plans.

### **Project Management**

Provide one-off project management services.

### **Cost Control Support**

Including property supplier list audit and review of contractor charges.

### **Asset Management**

Implement asset management schedules and procedures.

### **Repairs & Maintenance**

Work and programmes.

### **Building Improvements**

Work and programmes.

### **Building Warrant of Fitness**

Works and compliance as required.

### **Health & Safety Compliance**

Implement Health & Safety policy and plans.

## RESIDENTIAL & COMMERCIAL RENTAL SERVICES

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### RENTAL EVALUATION

#### **Rental Appraisal**

A property rental appraisal can be completed.

#### **Rental Advice**

The Team can provide advice to assist with determining property rental value.

#### **Property Presentation**

The Team can inspect and provide advice on simple upgrades to improve rental appeal, including staging.

#### **Furnishing Packages**

The Team can provide fully furnished apartment solutions from our own range of furniture and crockery.

#### **Property Upgrade**

The Team can also provide advice on work that would improve appeal.

### RENT COLLECTION & PAYMENT

#### **Rental Checks**

Rent payments are checked every business day.

#### **Rental Updates**

Owners receive monthly rental summaries, keeping them up to date with rental returns.

#### **Rental Arrears**

With in-depth legislation knowledge and experience with rent arrear situations, the Team has maintained a rent arrear standard of under 2% for all properties.

#### **Landlord Payments**

The Group ensures landlords are paid efficiently on a monthly basis.

### PROPERTY INSPECTIONS

#### **Start / End Inspections**

Inspections are conducted at the commencement and termination of all tenancies.

#### **Routine Inspections**

Routine inspections are done every six months (unless otherwise requested) to make sure the property is maintained to a satisfactory standard within the Terms & Conditions of the Tenancy Agreement.

#### **Inspection Reports**

Reports are provided after each inspection with comments, photos and any relevant information and recommendations.

### TENANT SELECTION

#### **Application Form**

All prospective tenants are required to complete an application form which amongst other things provides information on:

- Employment
- Previous tenancy references
- Income
- Provide official identification.

### **Tenancy Checks**

The application form is supported by the following additional screening:

- Employer checks
- Landlord reference checks
- TINZ online checks – NZ largest tenancy database.
- Google checks

## **ADVERTISING**

### **Photography**

Providing images, including professionally shot photos.

### **Content**

Provide content that highlights key selling points eg the property, facilities etc.

### **ADVERTISING CAMPAIGNS**

#### **Media**

Schedules can be provided for maximum coverage in leading print and online rental mediums.

#### **Design**

Stand-out ad designs can be created.

#### **Direct Marketing**

Utilising the Group's databases, direct marketing can be undertaken to targeted tenants.

#### **On Site Promotion**

Effective, attractive signboards are available for posting at the property.

## **RENTAL LEGISLATION SERVICES**

### **Bond Lodgement**

All bond lodgement requirements completed at commencement and termination.

### **Rent Arrears**

Management of all mediation and tribunal processes and orders.

## **BODY CORPORATE SERVICES**

### **Register of Owners**

Full list of owners and preferred contact details.

### **Agendas & Minute**

Preparing and taking these, noting resolutions voted on and the outcomes.

### **Financial Accounts & Records**

Preparing a P&L, full transaction details and circulating prior to AGMs.

### **Audited Financials**

Submitting Body Corporate financial statements to independent auditors, if requested.

### **Committee Reports**

Ensuring these are circulated to unit owners.

### **Resolution Notifications**

Sending out resolutions for agreement and notifying unit owners of results.

### **Delegation Notification**

Notify the Body Corporate of any delegation of power.

### **Administrative Functions**

Any other duties relating to administration as decided by ordinary resolution.

### **Correspondence**

Attending to general enquiries and correspondence with owners.

### **Valuations & Quotations**

Arranging insurance valuations and quotations, placing insurance and lodging common property claims.

# PROPERTY SERVICES

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Bspoke Services provides quality cleaning, maintenance, painting and building improvements from a network of experienced staff, proven companies and tradespeople. The Team also offer comprehensive Project Management services.

Whether you are a body corporate, developer, resident or owner the Blackstone Commercial Services Team can offer its assistance. The Blackstone Commercial Services team delivers experienced management, a personalised, quality service and more value for your dollar.

The Team can offer full packages or select service options. Key services include:

## CLEANING SERVICES

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### RESIDENTIAL & COMMERCIAL

#### Services the Bspoke Team can provide include:

- 5 Star Regular Cleaning
- One-Off Deep Clean Services
- High Grade Upholstery Cleaning
- Carpet Cleaning Services
- Fully Insured and OSH Standard Trained Teams
- Focus on Environmentally Friendly Products.

## PROPERTY MAINTENANCE SERVICES

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### MAINTENANCE WORKS

#### Services the Bspoke Team can provide include:

- Painting Services.
- Building and Repairs
- Electrical and LED Light Replacements
- Aircon Maintenance & Installation.

#### Services that Trades and Sub-Contractors can provide include:

- Plumbing
- Waterproofing
- Tiling, and
- Other Building Work as Required.

### MAINTENANCE INSPECTIONS

#### Services the Bspoke Team can provide include:

- Regular Maintenance Inspections
- Prioritised Reports of Work
- Estimates of Costs
- Sourcing Multiple Quotes
- Overseeing Works.

### LONG TERM MAINTENANCE PLANS AND HEALTH & SAFETY MANAGEMENT

#### Services the Bspoke Team can provide include:

- All Minor Works (To a Capped Level)
- Manage Quoting
- Project Management
- Resident / Tenant Liaison.
- Health & Safety Processes.

## PROJECT MANAGEMENT

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### Services the Bspoke Team can provide include:

Cost Effective, Experienced Service  
Timely & Cost Competitive Options  
Timely & Cost Competitive Delivery  
Full Project Management: From Initiation  
Full Project Management: Picked Up Part Way.

## PAINTING SERVICES

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### Services the Bspoke Team can provide include:

Commercial and Residential Painting Services  
Fast Response Touch-Up Service  
Timely & Cost Competitive Delivery.

# LUXURY SERVICE MANAGEMENT

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Luxury services and products can increase revenue, add appeal and reposition offers in the market. When something is an indulgence rather than a necessity, positioning and managing it effectively is key to getting a return on investment and maximising revenue.

The Blackstone Team can develop and offer bespoke packages as follows.

## STRATEGY & MANAGEMENT

### Tailored Services the Bspoke Team can provide:

#### INITIAL PHASE

##### Offer Objectives

In-depth, one on one meetings to understand all offer objectives.

##### Market Research

Thorough market and competitor research and analysis.

##### Offer Overview

Initial overview of position, strategy, budget and team options.

##### Brand Development

Full brand positioning proposal including graphic, packaging and design options

##### Offer Development

Identification of any suppliers, supply and distribution plans and channels.

##### Offer Marketing

Including offer presentation and collateral, supporting PR and targeted or full multi-media campaigns.

**Development, Implementation and Strategic Planning services can be provided subsequently to suit the development direction determined.**