



**THE ULTIMATE
GUEST EXPERIENCE.**
TAILORED CONSULTING

RVS HOTEL CONSULTING



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Ultimate. Luxury. Experience.

HOTEL · YACHT · RESORT

THE GLOBAL NETWORK OF THE WORLD'S LEADING HOSPITALITY EXPERTS.

Our goal is the ultimate luxury guest experience. With leaders and consultants coming from the world's most luxurious hospitality environments we provide support and guidance for new and existing brands and hotel operations.

HOTEL CONCEPTS & BRANDING

We create new lifestyle hotel brands by acting as strategic partner for owners and operators, translating the vision into successful operations and unique guest experiences.

HOTEL OPERATIONS CONSULTING

We advise on exceptional guest service and optimizing results by providing consulting for the entire operation and property-specific Standard Operating Procedures (SOPs).

HOSPITALITY TRAINING

We are developing, implementing and training bespoke luxury standards and procedures, tailored to the culture and heritage of the destination and the hotel's brand.

INTERIM MANAGEMENT

We offer internationally experienced General Managers and hotel professionals to lead and develop the hotel's daily business for a certain time frame.

MARKETING MANAGEMENT

As hoteliers we know and understand the global travel markets and the guests' expectations. Our marketing strategies integrate the unique story into the guest journey.

ONLINE REPUTATION MANAGEMENT

Our reputation management process has been constantly refined over the past decade and has been complemented by a sophisticated software for surveys and communication.

PROVIDING YOU WITH OUR PARTNERSHIP NETWORK

We are very proud to have premium partners that teamed up with us to provide our clients with tools and expertise to manage and monitor the success, from quality assurance to PR.

CONTACT DETAILS

RVS HOTEL CONSULTING & MANAGEMENT

Phone: +43 660 24 86 300 • Email: we@rvshotel.com
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**THE MAKING OF
A LEGEND.**
BRAND & HOTEL DEVELOPMENT

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INVESTMENT & PARTNER DECISION				PLANNING, CONSTRUCTION/ADAPTATION				PRE-OPEN.	OPERATION	
Idea	Pre-Feasibility	Feasibility	Budget & Financing	Planning & Conceptual Design	Bidding	Construction/adaptation	Completion	Pre-Opening	Soft-Opening	Opening
Orientation	Project Concept	Technical, financial decisions	Business Plan							
Consulting Focus: Brand & Product Development					Consulting Focus: Training					
					Project Management Focus					
					Pre-Opening Office & Team					
Drawings		1:500	1:200	1:100	1:50	<i>Point of no return</i>				

THE GLOBAL NETWORK OF THE WORLD'S LEADING HOSPITALITY EXPERTS.

Our goal is the ultimate luxury guest experience. We inspire and enable owners and operators of upscale hospitality environments worldwide to create high-end lifestyle brands and successfully lead award-winning properties.

BRAND & PRODUCT DEVELOPMENT

We create new hotel brands on a *corporate level*, set the vision and strategy, and form the brand identity to translate it into the culture, mission and service operations at the *property level*.

FULL SUPPORT FROM THE IDEA TO THE OPERATION

We act as strategic partner from the beginning through the entire project and supporting operations beyond the opening.

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**REFINING
EXCELLENCE.**
LUXURY STANDARDS & TRAININGS

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THE GLOBAL NETWORK OF THE WORLD'S LEADING HOSPITALITY EXPERTS.

Our goal is the ultimate luxury guest experience. We inspire and enable guest service teams of upscale hospitality environments worldwide to create high-end lifestyle brands through tailored consulting and sustainable training.

GLOBALLY AVAILABLE EXPERTS

Our trainers and consultants all have a strong background in their respective field of luxury hospitality and are available for any destination. We create a bespoke team for your request.

SUSTAINABLE TRAINING

Sustainability in training works top-down. We involve the team leaders in the process and provide handbooks and SOPs tailored to the requirements of your individual operation.

LUXURY STANDARDS

Every destination and every hospitality company has its unique heritage, culture and vision. We combine these and lift it to luxury levels, creating an incomparable service DNA.

FRONT OF THE HOUSE TRAINING

We ensure that every single phase of the guest experience is orchestrated to perfection, focusing on details and that the company culture is translated into the day-to-day operation.

HEART OF THE HOUSE TRAINING

Our experts are guiding the essential task of conducting clockwork-like activities as well as the daily operational routines of delivering exceptional service mostly unseen.

INTER-DEPARTMENTAL OPERATIONS

A guest's call for breakfast in the privacy of the suite involves more than one department. We ensure that all needs are met and that every step is contributing to the guest experience.

PROVIDING YOU WITH OUR PARTNERSHIP NETWORK

Tourism schools and colleges, butler schools and recruiters, quality assurance companies and mystery shoppers - all are just a call away from us.

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