HotelOps Group Bundle

$447 · up to 5 properties · full kit + G1–G3 group tools

SAMPLE

IN THIS SAMPLE

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Every page here is cropped and watermarked SAMPLE so you can judge the layout and depth before you buy. It is not a usable copy.

The full, editable files come as one zip, instantly after checkout.

Prices in USD, one-time. Checkout by Lemon Squeezy.

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Faulty or not as described? We fix it or refund within 14 days. No change-of-mind refunds.

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START HERE · HOTELOPS TOOLKIT

HotelOps Group Bundle

The full toolkit for up to 5 properties, plus a group dashboard, a 90-day rollout guide and group standards · read this first

WHAT IS IN THIS DOWNLOAD

Folder / file	Format	Use it for
00-START-HERE-GROUP.pdf	PDF	This guide: contents, your group license, the first two weeks, updates, refunds and support
README.txt	Text	The same essentials in plain text, including the 12 months of updates
01-Toolkit-V2-Leadership-Edition/	13 tools	The full HotelOps Toolkit V2 — Leadership Edition: 6 Word, 5 Excel and 2 print PDFs in four folders (Ops, Revenue, Guest, HR), with its own Start Here and five how-to guides
02-Group-Dashboard/G1-Group-Dashboard.xlsx	Excel	Each property enters 13 numbers and a note a week: occupancy, ADR and RevPAR against budget, HK first-time pass rate, complaints and comps, headcount, leavers and open roles. The Group tab rolls them up, weighted, with RED / AMBER flags and what to discuss
03-Group-Rollout-Guide/G2-Group-Rollout-Guide	Word + PDF, 7 pages	The 30 / 60 / 90-day plan for 2 to 5 properties: decisions before day 1, who owns what, gates, a property launch checklist, locked vs local standards, the weekly group call agenda, an adoption scorecard

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HOTELOPS TOOLKIT · GROUP BUNDLE

G1 · Settings

SAMPLE DATA: fictional Demo Hotel Group. Clear the yellow sample cells on P1 to P4 and enter your group name on Settings before live use.

GROUP SETTINGS (FILL ONCE)

Setting	Value	What it does
Group name	Demo Hotel Group (SAMPLE)	Your owner group's name. Change it from 'Demo Hotel Group (SAMPLE)' and the sample banners disappear.
Currency	USD	One reporting currency for the whole group. Properties that trade in another currency convert before they enter numbers.
Week 1 (a Monday)	Mon 05 Jan 2099	The first week commencing on every property tab and on Group Trend. 53 weeks follow.
Report week	Mon 23 Feb 2099	The week the Group tab shows. Pick from the drop-down or type any date in that week.
Weekly data deadline	Monday 12:00	When every property must have last week's row filled in. Shown on the Group tab.
Report week shown (calculated)	Mon 23 Feb 2099	The Monday of the week the Group tab is showing. Blank means the report week is outside the 53 weeks.
Week row (calculated)	8	Helper for the Group tab. Leave it alone.

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PROPERTIES (UP TO 5 UNDER ONE OWNER GROUP)

Slot / tab	Property name	Rooms	Tier	Property lead (fills the tab)	Notes
P1	Demo Hotel A	120	Tier 2	Sample GM A	
P2	Demo Hotel B	80	Tier 1	Sample GM B	
P3	Demo Hotel C	45	Tier 3	Sample GM C	
P4	Demo Hotel D	60	Tier 2	Sample GM D	
P5					Leave the name blank for an unused slot

Rooms = physical rooms you can sell when nothing is out of order. The license covers up to 5 properties under one owner group; each slot is one property.

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FLAG THRESHOLDS (STARTING POINTS: AGREE BY DAY 30, REVIEW AFTER 8 WEEKS OF DATA)

Measure	Amber when	Red when	Direction	Unit	Why it matters
RevPAR vs budget	5.0%	10%	below	% vs budget	Rate and occupancy together. Red at 5% under budget is a common owner trigger.
HK first-time pass rate	85%	80%	below	% of rooms inspected	Rooms that pass the supervisor inspection with no re-clean. Low = guests feel the misses.
Complaints per 100 occupied rooms	1.5	3	above	complaints per 100 occupied rooms	Complaints logged in the week, per 100 occupied rooms. Counts every complaint, not just formal ones.

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G2 · GROUP BUNDLE

Group Rollout Guide

Roll the HotelOps Toolkit out across 2 to 5 properties in 90 days: one group standard, sensible local variations, and one 30-minute weekly group call.

Group	_____ Properties in scope: ____ (2 to 5)
Owner	Group lead (the owner's representative, group GM or Director of Operations) · one property lead per hotel, usually the GM
When used	From the kick-off call to the day-90 sign-off, then once a quarter to check the standard is still holding
Done means	Every property runs the 13 tools from the group masters, fills G1 on time every week, holds the weekly group call, and has signed the G3 group standards. Variations are written down, not improvised.
Version	1.0 · October 2026
Last reviewed	____ / ____ / _____ Next review: ____ / ____ / _____ By: _____

How to use this guide. Read sections 1 and 2 before the kick-off call and make the decisions in section 1. Then run the plan in section 3 week by week. Section 4 is the checklist each property uses on its own launch. Section 5 explains what is the same everywhere and what each hotel may change. Section 6 is the weekly call agenda you will use from week 1 for as long as the group runs the toolkit.

1. BEFORE DAY 1: FIVE DECISIONS FOR THE OWNER OR GROUP LEAD

Decision	Who decides	Done means
Name one group lead	Owner	One person is accountable for the rollout and chairs the weekly call. Not a committee.
Name a property lead for each hotel	Owner + group lead	Usually the GM. They fill G1 every week and own adoption at their hotel.

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G3 · GROUP BUNDLE

Group Standards SOP Pack

A template for writing the standards every property in your group follows: front office, housekeeping, guest recovery with comp limits by property tier, and hiring. With a sign-off page.

Group	_____ Properties covered: see section 2
Owner	Group lead (writes and maintains) · group champions (draft their sections) · owner or owner's representative (approves)
When used	Drafted in days 1 to 30 of the rollout (G2 section 3), signed by day 90, reviewed every quarter and whenever a variation pattern appears
Done means	Every standard is measurable, names the tool that proves it, and says whether it is Locked, Set by tier or Local. Comp limits are filled for every tier and signed. Every property lead has signed the last page.
Version	____ · effective ____ / ____ / _____
Last reviewed	____ / ____ / _____ Next review: ____ / ____ / _____ By: _____

How to use this pack. Sections 3 to 6 hold starter standards in the house format. Keep, reword or delete each one, then fill the blanks. Add your own using the blank page format in section 1. Numbers are blank on purpose: your owner and group lead set them for your hotels, by tier where the tiers differ. Aim for 6 to 12 standards per area. If a standard can't be checked, rewrite it until it can.

1. HOW TO WRITE A GROUP STANDARD

Rule	Why
Write what must be true, not an aspiration	"Every room is inspected before it is released as Ready" can be checked. "Rooms are always spotless" can't.
Use must for the standard and may for permitted options	should is read as optional. Staff read it as optional.

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