

FORTE HOSPITALITY CONSULTING

Strategic. Innovative. Engaging. Personal. Excellence

Created for owners and operators with personal and corporate integrity in mind, we offer a broad scope of hospitality expertise and solutions to give your hotel operation a solid foundation and competitive edge.

Our approach: hands on, concise, and personal.

Our aim: client satisfaction, revenue optimisation and financial longevity.

WHAT WE DO

- **Mystery Shopper Program**
Guest experience audit; theft & integrity check; complimented by training needs analysis/enhancement; SOP development.
- **Hotel Operations**
Setting up and coaching the team; strengthening guest experience, service and performance standards
- **Owner Representation**
Maximizing cash flow through effective capital expenditure planning; assessing risk & safety, property maintenance and dealing with third-party contracts
- **Business Performance**
Enhancing overall property revenue & GOP/EBITDA, market positions and digital footprints
- **Business Planning**
Fortifying budget reviews, marketing, ROI expectations and financial reporting structure
- **Pre-Opening & Re-Branding**
Optimizing marketing/pricing strategies, management/personnel screening, training and SOPs
- **Marketing Strategy & Revenue Optimization**
Loyalty programme development/enhancement; content creation; strategic reviews; competitive analysis

WHO WE ARE

We are a network of hospitality professionals dedicated to providing the best in hospitality solutions. Through our extensive collective experiences, we deliver a concise, practical, and hands on approach that balances creativity with customer satisfaction, revenue optimization and financial well-being.

At the helm is Founder Philip Ommen, hospitality veteran with over 30 years of experience in hotel operations and marketing. His career has taken him through some of the world's leading award-winning hotel brands, including Hyatt Hotels & Resorts, Shangri-La Hotels & Resorts, InterContinental Hotels & Resorts, Radisson Hotel Group and Furama Hotels International; and independent brands and operators, including Ayana Hotels, Best Sunshine International and NagaCorp Ltd. He has driven successful projects around Asia in hotel rebranding, renovations and repositioning; enhancing brand and asset values; developing high-potential talent; and transforming regions and delivering stakeholder returns in both business, resort and gaming environments. Philip is a Maître Hôte of La Chaîne des Rôtisseurs.

Let Forte Hospitality Consulting transform your business.

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