

FIXED-FEE MONITORING | COMMERCIAL MANAGEMENT

Keep the booking journey under control. Month after month.

Management starts from the Complete Audit. HotelOps repeats the agreed checks, records every deviation and keeps each decision and action visible. L1 monitors and reports. L2 also executes within the approved decision limits.

8 AGREED AREAS

9 BOOKING COMPARISONS

L1 MONITOR | L2 EXECUTE

L1 | CONTINUOUS MONITORING

From USD 190 / month

L2 | COMMERCIAL MANAGEMENT

From USD 490 / month

STARTING POINT

Management starts where the Complete Audit ends.

The Audit supplies the findings and the initial baseline. Before the monthly service begins, urgent findings are closed and every remaining responsibility is named.

01

Complete the Audit

The Audit identifies findings across eight areas and nine controlled booking comparisons.

02

Close urgent findings

Findings requiring immediate action are corrected before onboarding begins.

03

Assign open findings

Each open item receives a named owner. We agree who monitors it and who acts on it.

04

Confirm level and access

L1 or L2, property band, platforms, language, decision limits and individual revocable accounts are confirmed in writing.

SCOPE GATE

Urgent work is closed first. The monthly baseline is the Audit plus every verified change completed before onboarding. Each remaining finding receives an owner before the cycle begins.

THE RECURRING CYCLE

Every cycle ends with a visible status, not an assumption.

01

Review

Repeat the agreed checks across eight areas and the same nine booking comparisons.

02

Record

Name deviations, decisions and owners in the monthly report with time-stamped evidence.

03

Act

At L1 the property corrects.
At L2 HotelOps executes within the approved limits.

04

Verify

Check the live guest view. If a channel has not propagated the change, keep it open with a retest date.

REVIEW

REPORT

ACTION

PUBLIC CHECK

ONE CONTROL FRAMEWORK

The same eight areas, checked every month.

Both levels monitor the agreed baseline. The area tells us where to look; the responsibility matrix on the next page determines who acts.

01

Cross-channel consistency

Property, room, amenity and policy information across the agreed public surfaces.

02

Bookability and restrictions

Availability, occupancy, stay rules, restrictions and visible booking obstacles.

03

Rooms and offers

Room hierarchy, inclusions, upgrade logic, offer clarity and direct-booking value.

04

Photography and content

Approved copy, image order, captions and the accuracy of published assets.

05

Rates and availability

Approved rate ranges, rate plans, inventory, minimum stays and promotions.

06

Reviews and reputation

Review patterns, recurring issues and approved response or escalation procedures.

07

Arrival and access

Directions, parking, check-in, keys and late-arrival information.

08

Guest communication

Confirmations, pre-arrival information, FAQs and reusable guest templates.

NINE CONTROLLED BOOKING COMPARISONS

The same method as the Complete Audit.

ARRIVAL WINDOWS

3

STAY LENGTHS

3

CONTROLLED COMPARISONS

9

Three agreed arrival windows multiplied by three stay lengths, checked at fixed occupancy. The Audit baseline surfaces are always included; additional named channels follow the written Management scope.

IMPORTANT DISTINCTION

Eight areas are what we monitor. The eight rows on the next page assign the operational work. They are responsibilities, not findings and not a second audit framework.

RESPONSIBILITY MATRIX

The difference is not what we monitor. It is who acts.

Both levels monitor the same eight areas. The rows below assign the operating work; they are responsibilities, not findings or Audit areas.

L1 | CONTINUOUS MONITORING

3 of 8 handled by HotelOps

L2 | COMMERCIAL MANAGEMENT

7 of 8 handled by HotelOps

RESPONSIBILITY	L1	L2
Monthly review of the eight agreed areas	HOTELOPS	HOTELOPS
Nine controlled booking comparisons	HOTELOPS	HOTELOPS
Monthly report, prioritised plan and optional 30-minute call	HOTELOPS	HOTELOPS
Rate corrections within the approved rate range	PROPERTY	HOTELOPS
Availability, restrictions and minimum stays	PROPERTY	HOTELOPS
Approved promotions	PROPERTY	HOTELOPS
Listings, content, distribution anomalies and platform tickets	PROPERTY	HOTELOPS
Decisions beyond the agreed limits	PROPERTY	PROPERTY APPROVAL

ONE ISSUE, TWO LEVELS

A minimum stay remains at three nights after a temporary rate test.

L1 | HOTELOPS MONITORS

HotelOps records the issue with time-stamped evidence and the exact place to correct it. The property makes the change. HotelOps verifies the public result and keeps it open if it has not propagated.

L2 | HOTELOPS MONITORS AND EXECUTES

HotelOps records the previous value, corrects the restriction within the approved limits, verifies it in the live guest view and reports the change. Anything outside the limits waits for written approval.

FIXED MONTHLY FEES

One service level. One property band. One fixed monthly fee.

Choose L1 or L2. The room or unit count determines the band. The fee is never calculated as a percentage of revenue.

BAND	PROPERTY	L1 / MONTH	L2 / MONTH
A	One property, up to 12 rooms or units	USD 190	USD 490
B	One property, 13 to 25 rooms or units	USD 290	USD 690
C	One property, 26 to 45 rooms or units	USD 390	USD 890
D	Over 45 rooms or units, multiple properties or special scope	Custom quote	Custom quote

Bands A-C cover one property, one content language and up to four channels, all named in the proposal. Band D is quoted separately.

ONBOARDING

Included

No separate activation fee. Included in the selected L1 or L2 monthly retainer.

AUDIT CREDIT

- USD 99

Applied once to the first retainer if confirmed within 30 days of Audit delivery.

PRICE MODEL

Fixed fee

Recurring work within the written scope. New projects or exceptional change loads are assessed separately.

TERM AND NOTICE

In proposal

The service term, invoicing cadence and notice period are confirmed in writing.

The USD 99 credit can be used for the first Management retainer or for one complete Implementation project, never both. It does not apply to individual Implementation modules or other services.

READY TO START

- Complete Audit delivered and urgent findings closed.
- One named decision-maker with direct contact.
- Named platforms, language, level and decision limits.
- Individual user accounts with minimum, revocable permissions.
- Written proposal accepted before access is used.

SEPARATE OR NOT INCLUDED

- Live guest replies, emergencies and 24-hour coverage.
- Website rebuilds, new photography and paid campaigns.
- Structural PMS reconfiguration, migrations and new integrations.
- Platform, supplier and third-party fees.
- New projects or exceptional change loads beyond the recurring scope.

NEXT STEP

Request a written Management proposal.

The proposal confirms property, channels, language, level, decision limits, access, monthly fee and commercial terms. Revenue, bookings, occupancy, ranking and review scores are not guaranteed.