



SEVEN
Generations



For this Generation & Generations to come



COMPANY PROFILE

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Seven Generations Management is a multi-disciplinary Limited liability company that offers Hotel management, Hospitality Business concept Development, Hotel pre-opening services, Revenue Management and cost containment solutions, Human Resource Management, Internal Audit, Risk and compliance and Mystery Shopper services to the growing hospitality sector. From inception, our team of dedicated professional will offer all

preopening advice and preparation needed to ensure your business gets the right start. We work with you as an investor or with your management team to help refine your concept, achieve your business's revenue potential while keeping an eye on loopholes where hotels lose revenues as well as ensuring customer services is always first class. We are committed to helping you streamline processes and strategies in order to improve the results of your business. Our yield and revenue management experts will help unfold the full revenue potential of your hotel. Our motivation is to ensure that generations to come are considered in every single business decision we make today.





WHAT IT ALL MEANS:

Seven Generations is derived from Native American philosophy which teaches that every decision we make today should result in a sustainable world seven generations into the future. Seven Generations is about responsibility to generations to come and thus each generation has a responsibility to ensure the survival for seventh generations to come. Seven Generations is about seed, it's about life, it's about looking ahead, and it's about responsibility (Chief Oren R. Lyons). It's from the above teachings that we draw our inspiration as a company. We have to work responsibly not only for today but for generations to come. We strive to ensure that the business decisions we make are sustainable and will ensure continuity beyond our generation. This is reflected in the people we hire, sustainable business models we create and the concern for the environment. We have to make business decisions that will ensure that generations to come will be proud of the choices we are making today. It's not about get rich quick solutions to businesses but long term and sustainable business strategies.

We focus on people, Process and as a result Profits follow.



OUR TEAM:

Our Team of Hotel & Restaurant Consultants, have vast knowledge in the Hotel and Tourism Industry both locally and internationally. They are passionate for excellence demonstrated in dedication in their careers. The desire to fill the gap in Kenya and East Africa region, for Meaningful, Professional Hotel & Restaurant Management and Hospitality Development led to the birth of Seven Generations with a view of making an impact for generations to come.

Our seasoned executives & Hotel Consultants hold accredited qualifications and achievements, with many years in specialized Hospitality and Finance fields. They have worked in various management positions in their fields in 5 Star Hotels, Restaurants, both locally, and internationally recognized Luxury resorts, and in Financial Capacities in Banks as well as other institutions in Business Development and Audit. Hotel Operators can now benefit, from our grounded Hotel Consultants based in Kenya from a wealth of expertise and experience to share from 5 Star City and International hotels, as well as from Tented camps, Lodges, Budget Hotels and Other Hospitality Establishments as listed below ;

▶ **City & Budget Hotels :** Sankara Nairobi, Serena Hotel, Panari Hotel, Summerdale Inn, Gray's Oak Hotel, Midland Hotel, Sigona Golf Club, Blue Post Hotel, Jumuiia Resort Nakuru.

▶ **Lodges & Tented Camps :** Samburu Game Lodge, Mara Serena Safari Lodge, Ol Tukai Lodge, Serena Sweetwaters Tented Camp, Fairmont Mount Kenya Safari Club, Sarova Mara Game Camp, Samburu Game Lodge

▶ **Beach Hotels :** Leisure Lodge Beach and Golf Resort, Nyali Beach Hotel,

Sarova Whitesands Beach Resort & Spa

▶ **Serviced Apartments:** Pa Pweza Adamsville

▶ **International Hotels :** Star Island Resort and Club - USA, Clarion Suites-USA, Southern Sun Hotels & Resort- Kivusun- Gisenyi Rwanda, Intercontinental Hotel – Kigali, Rwanda, Southern Sun – Ikoyi

▶ **Other Hospitality Establishments :** Dormans Coffee Limited, Nas Airport Services Limited, Tours & Cabs Africabs Tours & Safaris.

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Our Vision:

To Develop Businesses that impact generations to come develop business leaders who will change the market place by applying godly and kingdom business ethics.

Our Mission:

We are purpose driven, in providing sustainable growth and revenue generation, to our business partners, our values being founded on Godly Kingdom Principles.

We offer services which are key pillars, essential to our hospitality partner's strength to outperform competition and become market leaders.

Our Services:

We help hotel owners to achieve maximum results in guest service operations as well as profits, by giving precise direction into hotel requirements from onset, start-up and daily operations; Our Hospitality and Hotel start up and development services, also encompass, other aspects in management towards reliable and sustainable growth.



Our Services

- 1) *Total property lease*
- 2) *Hotel Management*
- 3) *Hospitality Business Development & Hotel Pre-openings*
- 4) *Revenue Generation & Cost Containment Solutions*
- 5) *Building Employees Capability*
- 6) *Internal Audits, Risks & Compliance*
- 7) *Mystery Shopper*



TOTAL PROPERTY LEASES:

Under a total property lease, the financial burden is placed on Seven Generations; The Land lord is at ease from all management undertakings and operations with a monthly agreed income and also retains Land ownership and creates residual value. Seven Generations therefore takes up hotel leases and manages the hotel property fully.

Investors Interested in Hotel & Restaurant Lease; -

Taking a lease can be very profitable and as well very risky. With the right expertise, from the onset you can easily be at the place of advantage. We assist investors interested in leasing a hospitality establishment and in need of professional assistance to turn the establishment to money generators.

Seven Generations will assist and consult with the interested investor, guiding to make the best decision, and minimize risk through due diligence. We conduct a Feasibility study, that includes the below key elements;

- ▶ *Target portfolio*
- ▶ *Organizational structure,*
- ▶ *Succession arrangement.*
- ▶ *SWOT analysis*
- ▶ *Products and services*
- ▶ *Close proximity Competitor details*
- ▶ *Marketing approach*
- ▶ *A Three year financial plan*





HOTEL MANAGEMENT:

Seven Generations Offers Hotel Management Services in Kenya and East Africa. The financial success of any Hotel facility is largely dependent on the skill and ability of on-site management. Seven Generations assists hotel owners in the day to day operations right from start up hotel operations or for already Existing Hotels.

Seven Generations offers a range of expertise and experience that individual general managers cannot match.

We assist hotel owners with property development, and operation by providing such services as national advertising and reservation systems, interior decorating, and property engineering. We are also able to provide counseling and representation for labor negotiations, permit and license applications, and zoning and property tax proceedings. Seven Generations can provide established, functional methods and procedures that constitute a complete system capable of handling the complex job of operating a Hotel facility.

Seven Generations can provide the back-up Staff,

Logistical support, and Uninterrupted supervision that is essential for a 24-hour-a-day, 365-day-a year business.



HOSPITALITY BUSINESS DEVELOPMENT AND PRE-OPENINGS:

Our Business development team works with investors who want to venture in to the hospitality industry but may be lacking in previous knowledge of the industry. We start with Concept Development, do a feasibility study of the proposed business, develop a business plan that can be used to source for funding from financial institutions; we work with established architects, quantity surveyors and interior designers to ensure that the hotel/ restaurant/ coffee shop design is unique and captures the intended theme. We follow up to ensure every detail in the plan is followed and alterations are only for the better. Our Pre-opening services covers developing a pre-opening plan and budget, personnel recruiting and training, sales and advertising, purchasing, and establishing an account system and controls. These services are designed for both newly developed hotels and existing properties. These services also include design and facilities planning, architectural assistance and review, interior design and lighting recommendations, and mechanical and food facilities installation. Technical services are also available for the expansion and renovation of existing properties.



BUILDING EMPLOYEE CAPABILITIES YOUR RIGHT STAFF ARE YOUR BEST ASSETS:

In Seven Generations, we believe that having the right employees at the right place is the most important asset a business can have. To this end, we offer a comprehensive HR solution right from selection and recruitment, hiring, training and development, performance review and employee benefits advisory. For those business which do not have an established HR department, our team of experts work with the management to handle all HR needs from vacation planning, employee relations.

We also offer employee outsourcing whereby Seven Generation provides Hotels with the required seasonal or permanent employees. We take on the payroll burdens from the business so that the business concentrates in its core business while we take the employee welfare, payroll, leave and disciplinary procedures. This helps the business owner to have a lean team without risking the legal suits and financial burden that come with layoffs will help you address your most business critical opportunities in four focus areas:

REVENUE MANAGEMENT & COST CONTAINMENT SOLUTIONS:

Every business owner feels his business is capable of earning more than the current returns. Our team of dedicated revenue management experts works with hotel managers and owners to drive REVPAR and significantly increase the Hotels GOP. We focus on the guests more than on the competition, we review pricing in all areas, recommending improvements in processes and how efficiently to deliver service to the guests. Besides advising how to grow the revenue, we also recognize there are departments which are cost centers and we work with the Hotel Management to identify areas of cost savings which cumulatively may save millions of shillings in the long run. By helping management to stick to the laid down budgets, we ensure that costs budgets are not exceeded.

“ PEOPLE || PROCESSES || PROFITS ”



INTERNAL AUDITS, RISKS & COMPLIANCE:

Are your employees doing what they are supposed to do? Are the laid down procedures for procurement, hiring, revenue collection, credit policy, business entertainment being followed? Are the stocks properly safeguarded, and loopholes for pilferage sealed? Some of our services includes;-

System audit- we check the POS and PMS to ensure that the all revenues are being captured. Our team of experts with experience in audits will scrutinize your business operations and advise where procedures are not being followed and the risks involved. We will make recommendation on areas of improvement and help the management team seal the common loopholes through which business lose revenue or expose themselves to risk.

Risk Audit- We work with the hotel management to develop or enforce the Organization Resilience Management System. This involves ensuring that your business has a working business continuity plan in place in case of

incidences such as staff riots, business disruption through national strikes, disruption of distribution channels etc.

Tax Audit- It has been said 'give to Caesar what belongs to Caesar and to God what belongs to God'.

Some Hospitality operations do not have a fully fledged accounting



department due to the nature of operations. Our team of experts will work with you to ensure timely submission of all statutory deduction including but limited to VAT, Catering Levy, NHIF and NSSF. We will also ensure your employees are doing the annual income returns as required by law.

MYSTERY SHOPPER:

It's easier to retain an existing customer than to try and win a new customer. Unfortunately a dissatisfied customer walks away and tells others about the bad service they experience whereas a satisfied customer most of the time never mentions it to anybody. We visit your business establishment and do a comprehensive service audit right from the entrance, the reception by the guards at the entrance, the receptionist or hostess, the ambience, the attentiveness of the service person, the timely taking of the order or check in, the presentation of the food, the cleanliness of the room, the proper billing and invoicing etc.



With this, we give a comprehensive feedback to the management/ investor from a customer perspective. The motivation being ensuring that the business meets the customer expectation and that we create Moments of truth that wow our customers. The feedback comes with recommendations on areas of training, improvement and also rewarding star employees.

LET US MEET:

Are you looking to invest in our industry Or already operational and in need of our services?

The scope of our services, our expertise and our network will bring the knowledge you need allowing us to better guide you throughout your envisioned dream.

With our strong management philosophy, we are able to maximize your cash flow and your return on investment.

Let us meet and discuss about it.



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