



Action Follow Up

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1 Objective and scope

The objective of the individual Hotel action plan is to standardize and unify this process

The process defines and shows actions with the financial impact within a hotel. Actions are divided into 3 categorizations.

Responsible for this process is the F&B Responsible.

2 Individual Hotel Action Plan

Responsible: F&B Responsible and General Manager

1. Steps for setting up the template:

1. First of all the hotel has to be selected
2. Net YTD Revenue figures have to be entered in EURO according to the definition
 - a. Variance are shown to Last Year and Budget in EURO
3. Percentage figures according to definition YTD have to be entered
 - a. Variance are shown to LY and Budget in %
4. KPI Total covers per FTE have to be entered.

2. There are 3 categorize to choose from in regards to actions:

- FTE related issues, Meaning for example
 - FTE reduction, more part time then full time
 - FTE redundancy
 - Change production habits which will affect FTE
 - Other examples apply
- Change of service
 - Reduce opening hours at a POS
 - Limiting Service
 - Other examples apply
- Cost of sale
 - Reduce menu
 - Increase prices
 - Change production
 - Change suppliers or offer
 - Other examples apply



3 Handling

- Some actions are related to each other , therefore multiple mentioning is applicable
- If an action is NOT related to the 3 categories, please write a short description into the column where the action is most likely contributed to.
- Responsible is the person who will lead the action
- Deadline is recommended
- Check / Follow up should be carried out by the F&B responsible person of the BU or a disciplinary superior
- The individual action template should be signed and dated by the GM
- The action plan has to be saved as: Hotel Name_month_year - sample: Madrid_nov_11

4 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations (Process Owner)	F&B Operation Manager Operations Control Director Chief Operations Officer	Thomas Bartz Anja Loijens Ramón Aragonés	March 2012
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources SVP Purchasing		
	Strategy & Development	SVP Quality & Competition Chief Commercial Officer		
	Management Committee			Steering Minutes 16/04/2012