

# INCL

## NEW HOTEL OPENING SOP DOCUMENT

AUGUST 1, 2021  
Pre-Opening Team



SELEQIONS

VIVANTA

GINGER

EXPRESSIONS





## 01. OBJECTIVE — BUSINESS INTENT



The main objective of the Hotel Opening Process is to set a global benchmarking process, which adopts and adapts to various circumstances and conditions, mitigates risks through Structured & Systematic process involving key stakeholders (Owners & Operators)

The bedrock of this process is our  
IHCL – Global Milestones.





Version	Description	Date	Prepared by	Reviewed by	Approved by
1.1	Pre - opening process & guidelines	21.7.2021	Pre -Opening CFT	Pre -Opening CFT	EVP& TB x G





# OBJECTIVES

## 01. Benchmark Process

Create a Benchmark Hotel Opening Process based on Global Milestones as the bedrock. Leverage Best practices from Process Management experts.

## 02. Risk Management

Mitigating risks through structured & Systematic process involving Communication & Alignment with key stakeholders (Owners & Operators) for critical milestones.

## 03. Best in Class Openings

Successful openings - Business, Internal processes & Compliance - with minimum deviations & variations.

## 04. Support Growth Vision

Enable Scalability of hotel opening capabilities in alignment with organisation vision of growth.



## 1.1 DESCRIPTION OF PROCESS

---

A professionally managed pre-opening process, with attention to detail, will lead to a smooth opening of a hotel. This will ensure a successful hotel operation for the future. Failure to direct and adequately resource the preopening process will have detrimental impact for many years to come. This may also result in a loss of confidence and strained relations between the operator and the owner. professionally managed pre-opening process, with attention to detail, will lead to a smooth opening of a hotel. This will ensure a successful hotel operation for the future. Failure to direct and adequately resource the preopening process will have detrimental impact for many years to come. This may also result in a loss of confidence and strained relations between the operator and the owner.

The pre-opening activity checklist and milestone includes the monitoring of the hotel opening progress. The cross functional team – TSG, Hotel Opening team- IT, Sales, Marketing, Revenue & Distribution, F&B, Operations, HR & Finance along with Hotel General Manager and HOD's will have a dynamic checklist and will be coordinated, monitored, and reviewed by VP Opening. EVP will review this progress periodically.





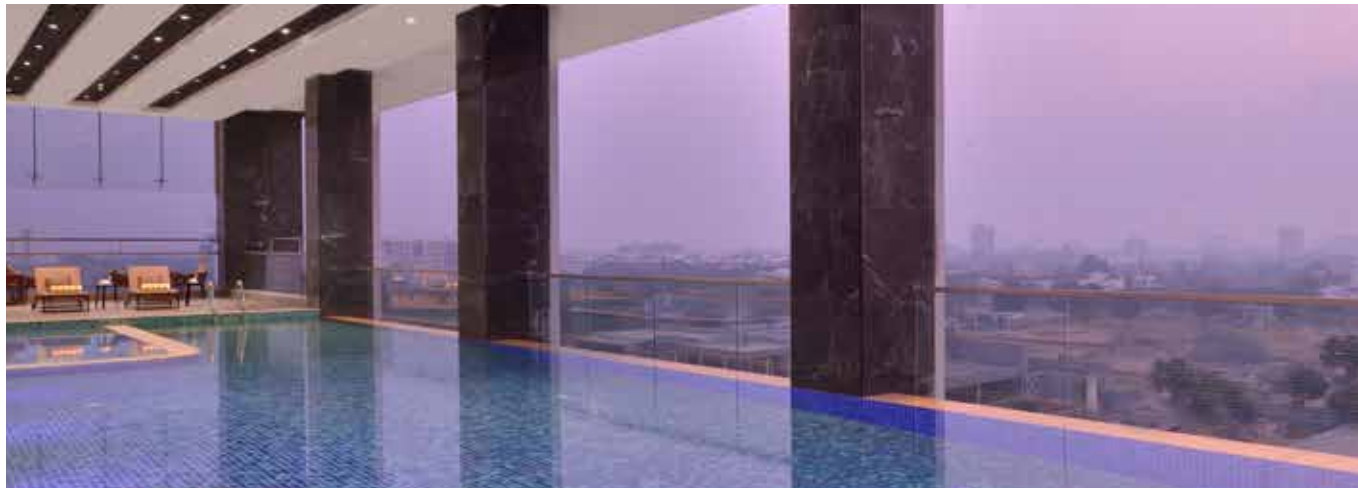
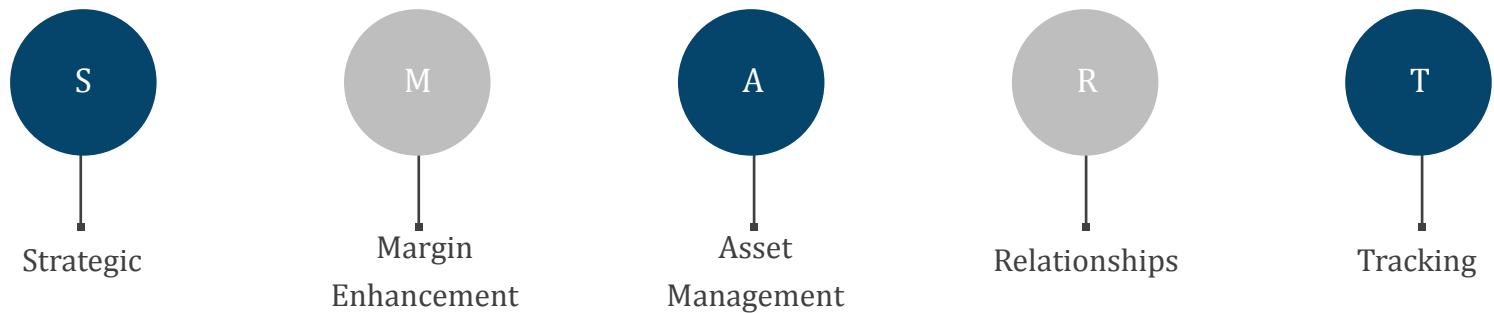


### 1.1.1 Preopening Process

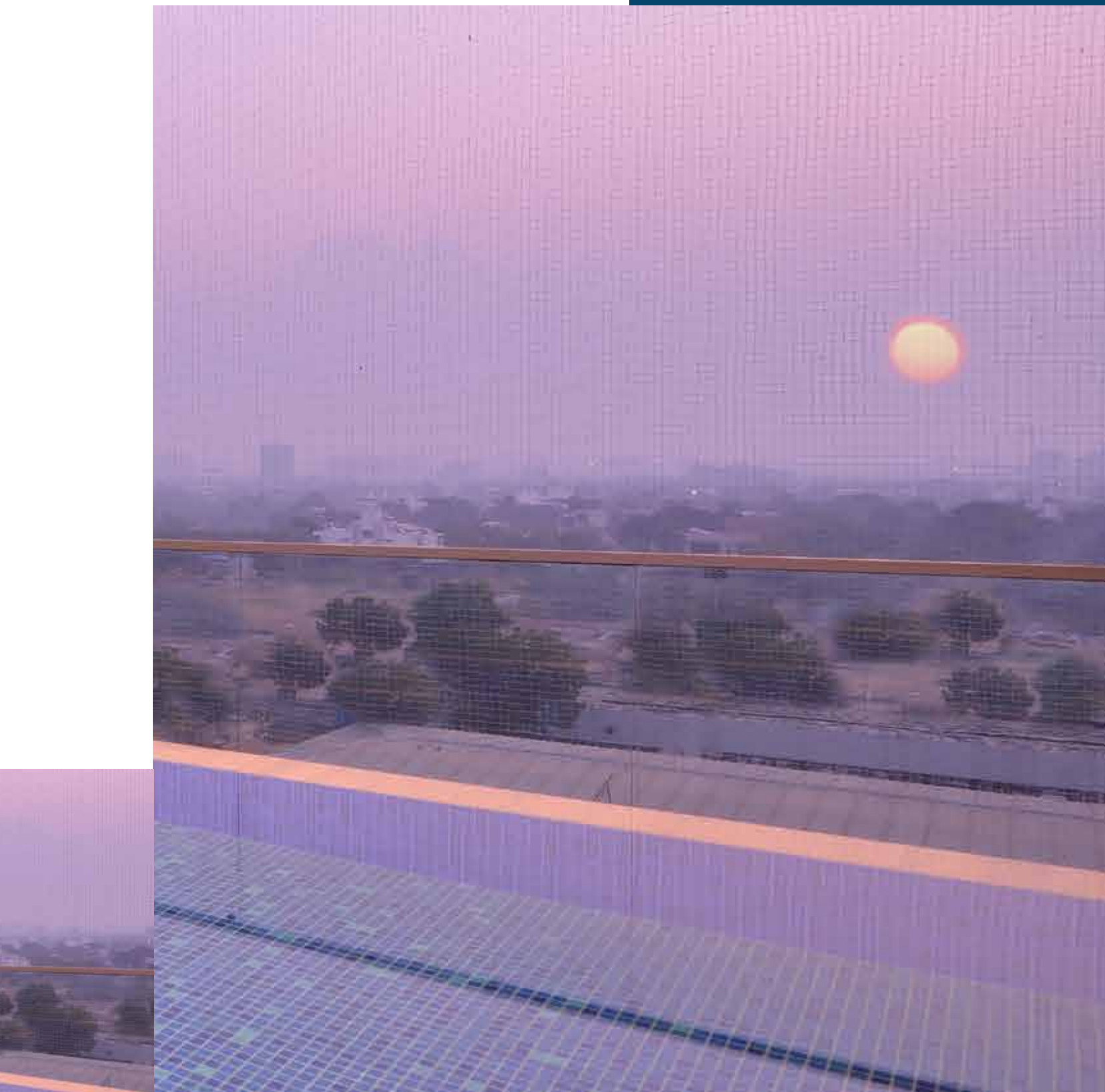
---

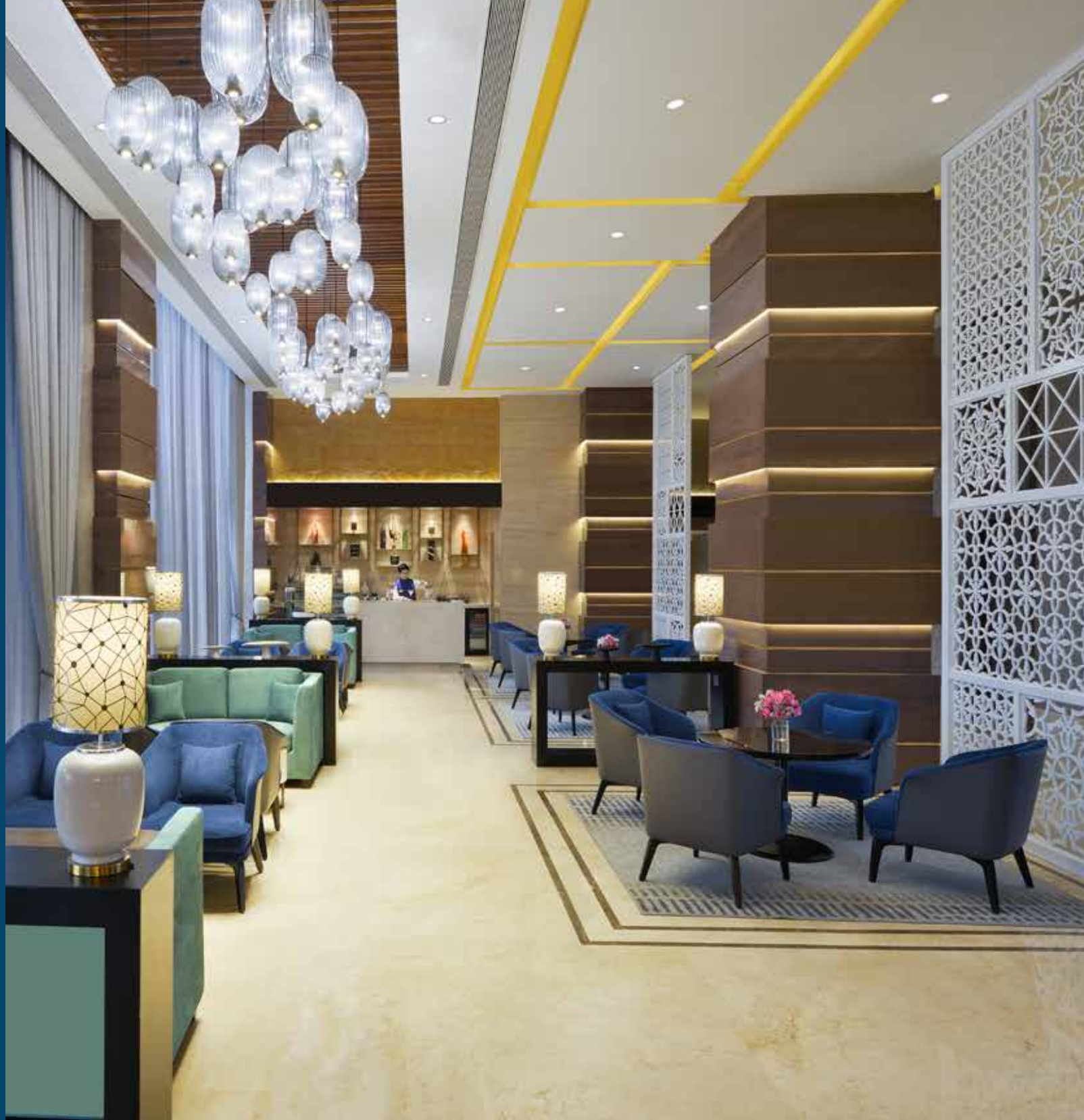
The IHCL - Global Milestones remains the bedrock of Pre-Opening process as below.

#### || SMART APPROACH TO DEVELOPMENT

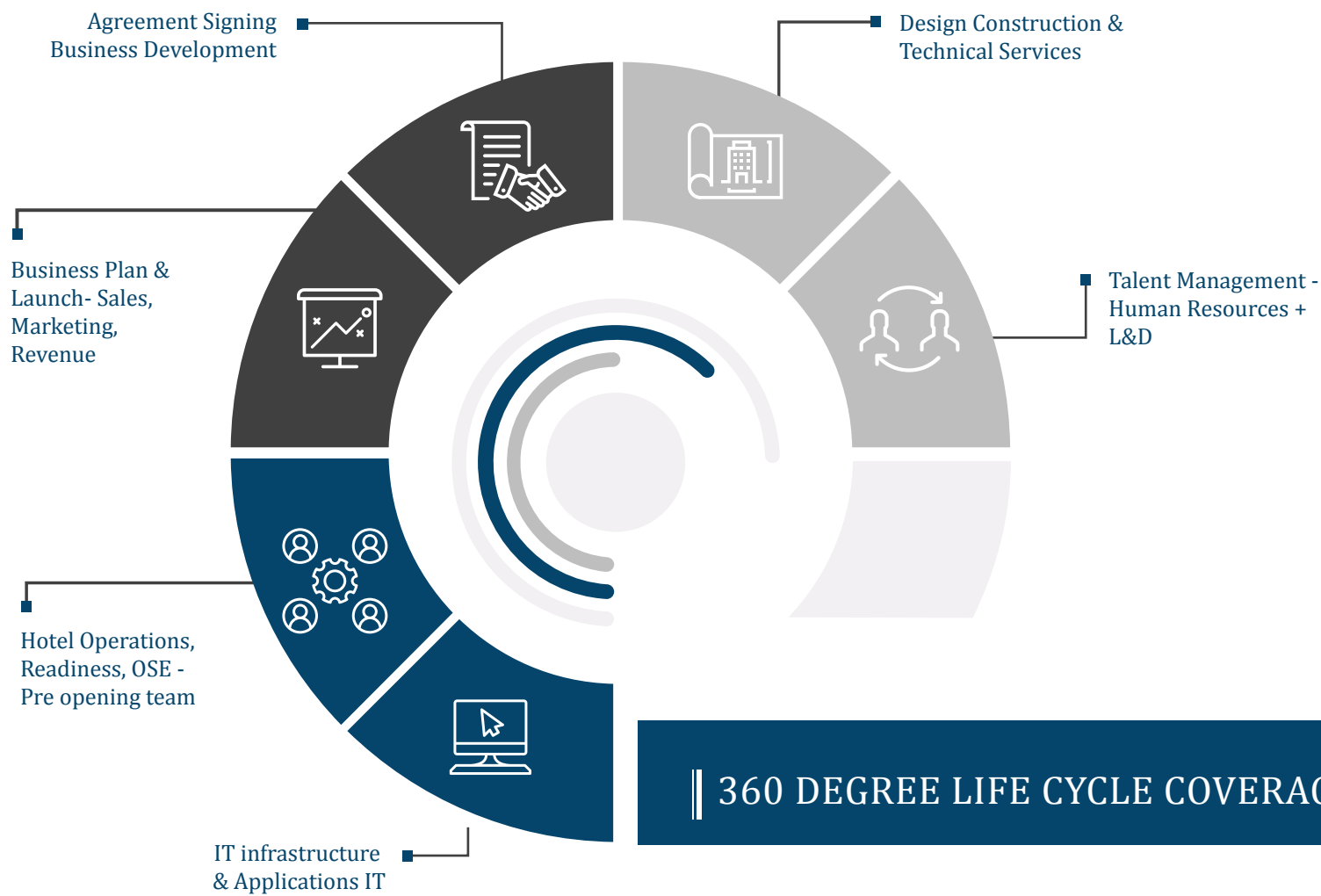


















### 1.1.2.1 TS Design Construction Phase

---

This outlines the role of the TSG team, which is to effectively monitor and facilitate the design and construction of the pre-opening process.

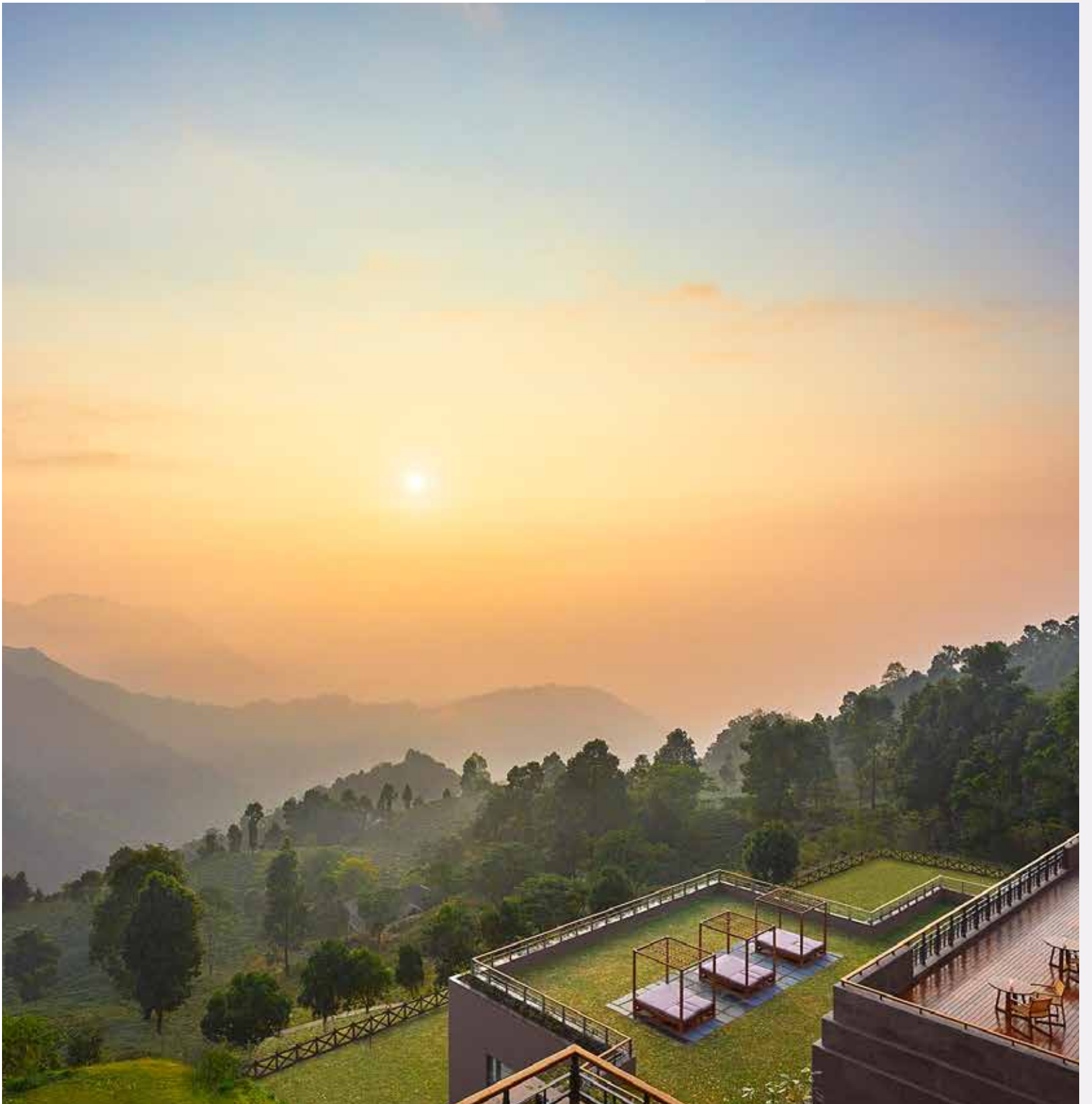
The important milestones are following:

- Initiation of Schematic Design phase & General review and approval on space planning, connectivity, and flow/circulation.
- Shell and core finished, 75% Public area fit out work completed, roll out of guest rooms started. Introduction of VP openings to the owner.

These above milestones are applicable for both migrations and new built properties.

## PROCESS DETAILS / PROCESS CONTROL DOCUMENT / ANNEXURES / FORMS AND FORMATS

Annexure 1 – PIP (Project Improvement Plan) format  
Annexure 2 – TS Checklist  
Annexure 3 – TSG Guidelines – Brand wise





## 1.1.2.2 TS Process Steps – Pre-open Phase

---

This is the most critical pre-opening phase (Annexure 76 - Consolidated Hotel Opening Checklist 2021)

The checklist has been devised in such a manner that it should be shared with ownership to provide a clear view of the accomplished and pending tasks. The milestones and evaluation plays a critical role in self-assessment and reducing friction in assessment of property readiness. This also serves as ready reckoner of forthcoming activities. This considers minimum product proposition considering that as IHCL we are the agent of the ownership.

- Pre-Opening Budget (OS&E, AP, IT, HR budget & benefits, sharing of Licenses tracker) approval with introduction of Opening team and referral to regional teams. Annexure 11
- General Manager appointment
- Latest date the Building Occupancy Certificate + Key Opening Licenses to be issued by Government Authority.
- Kitchen Commissioning (FLS, Cooking gas, Water testing as per IHCL standards, All kitchen & dishwashing equipment connected, walk-in & deeps functioning, ready receiving & stores area, working kitchen hoods & ventilation, receiving of OS&E, requisite Licenses) + Hotel being Camera Ready. Annexure 9, 13, 12, 12a, 16
- Hotel to start 24-hour Operation Simulation. Annexure 77