



180 SOLUTIONS

OVERVIEW

180 Hospitality Solutions

1. 180 AI™

Smarter Operations. More Time to Lead.

We implement practical AI tools that reduce administrative workload so General Managers can spend more time leading people instead of paperwork.

Solutions include:

- AI-generated daily reports
- Automated shift notes
- Guest communication automation
- SOP creation and updates
- Interview screening assistance
- Training documentation
- Meeting summaries
- Task management
- Reputation management support
- Performance dashboards

Outcome

Less time behind a computer. More time on the floor.

2. 180 Culture™

Transforming Back-of-House into the Heart of the Hotel.

This is one of the most unique ideas you've brought up, and I think it can become a signature offering.

Most hotels invest in lobbies because guests see them.

Few invest in employee spaces.

Your philosophy:

Great guest experiences begin where guests never go.

Services include:

- Employee Resource Center design
- Break room renovations
- Culture walls
- Recognition displays
- Training areas
- Brand messaging
- Digital communication boards
- Workflow improvements



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Housekeeping organization, Maintenance shop organization
Outcome: Better morale. Better retention. Better service.

3. 180 Revenue™

Increase profitability through:

- ADR optimization
- RevPAR growth
- Sales coaching
- Extended stay strategy
- Corporate account development
- Market positioning
- Ancillary revenue ideas

4. 180 Operations™

Operational excellence.

Includes:

- SOP development
- Department audits
- Labor optimization
- Productivity standards
- Housekeeping efficiency
- Front desk standards
- Maintenance programs
- Preventive maintenance planning

5. 180 Leadership™

Leadership coaching for:

- General Managers
- Assistant GMs
- Operations Managers
- Department Heads

Topics:

- Accountability
- Coaching



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Performance management
Communication
Conflict resolution
Hiring
Culture building

6. 180 Experience™

Guest experience consulting.
Focuses on:
Arrival experience
Service recovery
Guest journey mapping
Online review improvement
Brand standards
Service culture

7. 180 Recovery™

Addressing Poor reviews
High turnover
Financial underperformance
Failing QA inspections
New GM transition
Ownership change
Distressed assets

The 180 Philosophy

We believe hotel success is built from the inside out.
Great employee experiences create exceptional guest experiences.
Exceptional guest experiences create stronger financial performance.