

Hotel ONLINE

FACTSHEET

Running a hotel can't be that difficult - can it? In this version delegates input their decisions and view results on-screen.

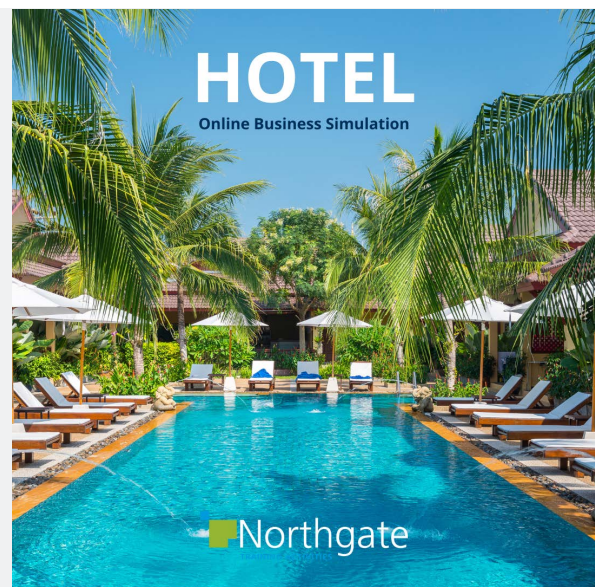
 **3-4 hours + debrief**

 **6-24 delegates** (2 to 4 teams of 3-6 per team)

 **For staff at any level**

 **3-5 laptops** (one per team plus one for Facilitator - internet access required)

 **995 ex VAT**



Learning objectives

- to know the factors that affect business performance
- to understand the importance of knowing your market
- to analyse basic financial statements (P&L)
- to make rational, information-based, business decisions
- to make the most of business opportunities (and be prepared for a degree of risk)
- to keep costs under control

About the activity

This new paperless version of *Hotel* is run via the Northgate Trainerhub.

Teams study information on-screen on four hotels that are up for lease and, by bidding at an online auction, they each secure one of the four hotels.

Teams now get to grips with the state of their particular hotel. They receive the financial accounts for the last six months and lots of other business information. Basically, the hotels need a total re-brand, starting with the hotel name, mission statement, refurbishment and slogan - all of which will affect business performance.

The key is to understand the market and adopt a strategy to match market needs. Over six 'quarter-year' periods teams make rounds of business decisions that will affect the bottom line.

To help with their decisions, teams receive advice on pricing, advertising spend, staffing and other issues - will they accept it? A series of potential opportunities come their way - how will teams evaluate them?

Each period, teams enter their decisions and, once all teams have done so, receive results in the form of a P&L account, together with details of business opportunities and advice. You, as the Facilitator, can keep track of decisions from your hub dashboard.

Optional Crisis Situations: Each quarter a series of crises occur at the hotels that require urgent attention. They all affect the bottom line and handling a crisis badly can make the difference between success or failure!

The winning team is the one with the highest cumulative profit at the end.

Pack contents

- Trainer's Notes
- Trainer's Introductory PowerPoint
- Program (internet access required)
- Hotels' Previous Trading Histories

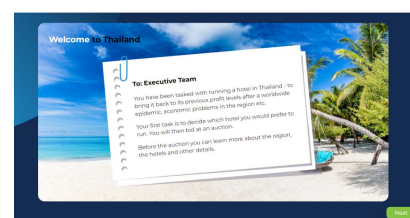
This activity is for face-to-face & virtual training. It is supplied digitally via the Northgate Trainerhub.

5-Year Licence

This Northgate training activity comes with a five-year licence for repeat use with up to 24 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

Ideally suited to

Courses on business finance for non finance people, but Trainers also choose 'Hotel' for both Leadership and Teamwork courses when looking for an engaging challenge.



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Customer reviews

Hotel is a *well-designed, high quality and popular* training game. The feedback is always excellent. The platform that supports the game is *impressive*.

Stuart Warner, Training Consultant, Financial Fluency

We've got *tonnes of Northgate's activities* to support our training. Each activity comes with a complete set of instructions and resources for the (many) subjects. We certainly can't create anything like that and people *enjoy* them very much. Northgate activities help us a lot to *bring the theory to life*.

Bruce Au, Senior People Development Manager, AS Watson Group



Trainer's role (full guidance supplied in Trainer's Notes)

- Arrange the group into teams (up to four teams of 3-6 per team).
- Ensure each team has its own laptop. Set up the teams on the Northgate Trainerhub and send the URL and password to access the program.
- Introduce the session, verbally or with the optional PowerPoint.
- Start the session.
- Teams now study the initial data on four hotels, before submitting their bids at auction to secure a hotel.
- They now study the hotel's recent financial history (P&L account) and a consultant's report. After 10 minutes teams complete their first set of decisions - and in return receive results for their first quarter of trading (Q1) plus advice and details of new opportunities.
- They have approx. 20 minutes to analyse their results before making the next set of decisions (Q2). The process repeats for up to six quarters.
- Meanwhile you have access, on your laptop, to all the teams' decisions and outcomes. If you are running a face-to-face session, you can observe teams at work, to use during the debrief, to talk about teamwork issues.
- Finally, announce the winning hotel.

Northgate says...

Many business simulations are unnecessarily complex and there's sometimes too much number crunching. There are of course financial elements to 'Hotel', but nothing over-complex, which makes the simulation very versatile.

Ordering is easy!

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If you are not 100% happy we offer a 30-day no-quibble returns service on unused goods.



Northgate customers

