

## PROVIDING SUPPORT SERVICES TO THE HOTEL & LEISURE SECTOR

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**ACCOMMODATION**  
*Services*  
TRADING CO LTD

# OVERVIEW

At Accommodation Services we're always looking for ways to help owners and investors develop hotels, inn's, self-catering, student accommodation and serviced apartments into successful revenue streams, this is where we have a real passion and some would say specialism.

Over the last 10 years we have been happy to work with investors, property, asset and estate owners who believed in our vision for their accommodation. By investing in outsourcing, promotion, restructuring and refurbishments, we have been able to repay stakeholders with very positive returns on their investment.

*Alex McKie*

**ALEX MCKIE**

Group Managing Director

## ACCOMMODATION *Services* TRADING CO LTD

Our expertise covers all key commercial leisure property and business sectors as follows:



**HOTELS & INN'S**



**BUSINESS CENTRES**



**SELF CATERING & SERVICED APARTMENTS**



**STUDENT  
ACCOMMODATION**



**B&B /  
GUEST HOUSES**



**CORPORATE  
RESTRUCTURING  
SUPPORT**



**RETAIL & LICENCED  
TRADE UNITS**



RESERVATIONS & BUSINESS SUPPORT



PROPERTY MAINTENANCE & LANDSCAPING



UTILITIES & HOSPITALITY PROCUREMENT



PROPERTY PROTECTION & SECURITY

## OUR SERVICES

***From our Head Office in central Scotland, we provide development consultancy and agency services throughout the UK, working closely with local specialists where appropriate from our suppliers across the country.***

# ACCOMMODATION *Services* TRADING CO LTD

We combine our knowledge of local markets with real estate and finance experience to provide sound, but market-leading advice, across all aspects of commercial development, working with developers, landowners, investors, banks and owner occupiers.

Our development partners in each specialist sectors of business are never predetermined, we pick the best and most well suited to the task in hand, to ensure that our advice is founded on expert occupational knowledge, combined with a detailed understanding of investor and lender requirements.

We cover all aspects of development consultancy and agency, including market research, viability appraisals and cash flows, design and specification input, funding and joint venture structures. We do this as part of a team and tailor our service to each job, working with our clients alongside other professionals, such as architects, planning advisors and cost consultants, to help deliver viable and successful projects.





## Our Pricing Outline

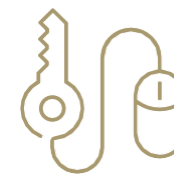
Pricing is hugely dependent on detail and specifics relating to individual properties and property owners, terms of engagement and support durations, so we quote all works and services on a case-by-case basis to ensure best value and service expectations can be achieved all round.

Costs are classed as credit card charges, o.t.a.commissions and system licence fee (all applied cost price).

Set up costs: POA



## RESERVATIONS SUPPORT



### Central Reservations & Call Handling

Call handling and accommodation sales is a vital part of revenue and profit generation for small hotels, Inns and Self Catering businesses, it is also one of the tricky areas of the sector in how best to apply staff resource to effectively, as its reactive at all times of the day, 7 days a week, all year around and requires in most cases 2-4 staff members to cover reasonable opening hours that suit customers.



- General monitoring of daily reservations - taking calls/bookings/enquiries/special requests.
- Call handling as virtual switchboard.
- Open 7 days (opening hours) 8:30am - 8pm Monday to Saturday, Sunday 10am - 4pm & closed 4 days a year – message centre outwith.
- Administration of deposits & payments.
- Management of rates & offers via Channel Manager, OTA's and PMS systems.
- Daily arrivals reporting with special requests identified.
- Dealing with e-mails/bookings/enquiries/special requests.
- Validation of CC details to reduce risk of no shows and management of cancellations and charges.
- Yield management support & periodic revenue meetings.
- Weekly revenue reporting – volume, pick up, pace & market comparisons.

## PROPERTY MAINTENANCE & LANDSCAPING

We appreciate how challenging it is for businesses in the Hotel, Hospitality, Leisure & Retail sectors to carry out unavoidable works without disrupting guests or customers. That's why we offer a fast, reliable service, we are viewed almost like an internal department for our existing clients in this sector.

There's no one-size-fits-all approach applied, we tailor our hotel maintenance offerings to ensure that all emergency or planned work is carried out quickly, professionally and without fuss.

**We can operate on a contract  
or a non contractual basis.**



## PROPERTY PROTECTION & SECURITY

From our head office in Central Scotland we provide a range of vacant property protection, security and asset owner support services throughout Scotland. Our team headed up by Operations Director Alan Anderson and Managing Director Alex McKie and their experienced trades team.

Working closely with commercial estate agents, property owners and local specialists where appropriate from our approved suppliers across the country.

**Our protection and security service covers all key commercial property and business sectors:**

- Restaurant, bars and hotels
- Mixed use
- Retail
- Offices
- Business parks
- Industrial



*"We keep your assets and property safe, wherever you are in the world."*



**GET IN  
TOUCH**



**T: +44 (0) 330 055 2809**

To find out how we can  
save you money!

Contact us for more specific information and service programs that are available on a contractual and in emergency situations on an instant basis.

CALL CENTRE:

☎ Tel: +44 (0)330 055 2809

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🕒 OUT OF HOURS:

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