



FIRST CALL HOSPITALITY

FCH Portfolio

11 Property Count	400+ Employee Count	1 Full Service	8 Focused Service	1 Independent	7 Ownership Groups	1169 Room Count
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Nimble. Forward-thinking. Experienced.

Our **Mission:**

We are in the business of delivering exceptional experiences for our guests and producing positive results for our owners.



Management Advantage

We have a proven track record in profitability and franchise achievements. Franchise relations have proven to be key in maintaining product and service goals; ultimately achieving profitable expectations.

WE HAVE THE ADVANTAGE WITH

- **AN EXPERIENCED MANAGEMENT TEAM**
 - Providing support and experience to the onsite teams success
 - Reducing turnover
- **EXTENDING FCH'S BUYING PROGRAMS**
 - Reducing overall operating costs/expenses
- **ASSET/BUILDING MANAGEMENT OVERSIGHT**
 - Extending life of current building equipment/systems
 - Obtaining best pricing for repairs/replacement
- **All point to INCREASED hotel profitability!**

Management Services Offered



HOTEL MANAGEMENT / OPERATIONS

Success for the hotel comes from each operating department performing at their highest level achieving financial profitability and guest satisfaction goals. This is achieved through support from our FCH team who take a hands-on approach to ensure that the hotel is providing great service, maximizing revenues, and minimizing expenses.

ACCOUNTING

FCH provides centralized payable processing, accounting, treasury and payroll services. Monthly financial statements are prepared with a complete management narrative provided to ownership and/or stakeholders involved. Statements include actuals compared to budget and last year.

SALES/MARKETING & REVENUE MANAGEMENT

FCH has created a Sales Focused Culture whereby we strive to promote a proactive sales approach in all our markets. It is a culture based on continuous development and training of our managers, celebration of successes and accountability towards goals.

FCH provides Revenue Management Services that create strategy that is right for the hotel and ownership and not only the brand or franchise.

By providing a focused strategy based on specific ownership objectives that proactively position the hotel rather than reacting to the market, the hotel will achieve better results.

DUE DILIGENCE

Due diligence can be the most important part of deciding to invest in any property. FCH has a track record of uncovering the information needed to make the right decisions. This is accomplished thru market research, an in-person market and property visit and complete financial review of asset if available.

RENOVATION/DEVELOPMENT

FCH can be integral in planning, organizing, and managing the resources necessary to bring about the successful completion of a renovation or a development project. With our experienced team we can assist ownership from start to finish; keeping the project on time and on budget.

BRAND ENGAGEMENT

We can assist ownership with license/PIP negotiations, marketing/sales rebranding, and operational opportunities. We are approved to manage hotels under franchise contract with Hilton, IHG, Choice, Wyndham, Radisson, and Marriott full service Legacy Brands.



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