

**FILOXENÍA**  
Hospitality Management

[Fi-Lo-Ve-Nia]  
Love for Strangers

[www.filoxenia.asia](http://www.filoxenia.asia)

## About Filoxenía

Founded in 2017 by veteran hoteliers, Filoxenía (*pronounced as 'fi.lo.ve.nia'*) offers **S.M.A.R.T.** hospitality solutions for owners in and outside the hospitality industry. Our services include; management, consultancy, feasibility study, mystery shopper, F&B Management, concept development within Asia.

From pre-opening through post-opening, **S.M.A.R.T.** actions covers **S**trategic **M**anifest that will be **A**ccretive by being **R**elevant and **T**ransparent. To ensure the owner, share holder(s) and stakeholder(s) financial and operational objectives are seen through and the dream is realized.

# S.M.A.R.T. Hospitality

**S**trategic

Consistent focus on core competencies

**M**anifest

Defined set of objectives and deliverables

**A**ccretive

The value and R.O.I. of the business

**R**elevant

Making informed decisions

**T**ransparent

Clear operating approach

# Service Stages



## Planning & Budgeting

- Comprehensive physical property review
- Detailed market review and competition benchmarking
- Review of historic operation and financial performance
- Review of operator contracts, agreements
- Supplier review
- Review key GOP influencers



## Performance Monitoring

- Increase property's overall revenue and GOP
- Reduce costs of sales compared to historic records
- Provide an operational strategy and promotional plan
- Increase digital and online footprint
- Quarterly score card review



## Revenue Management

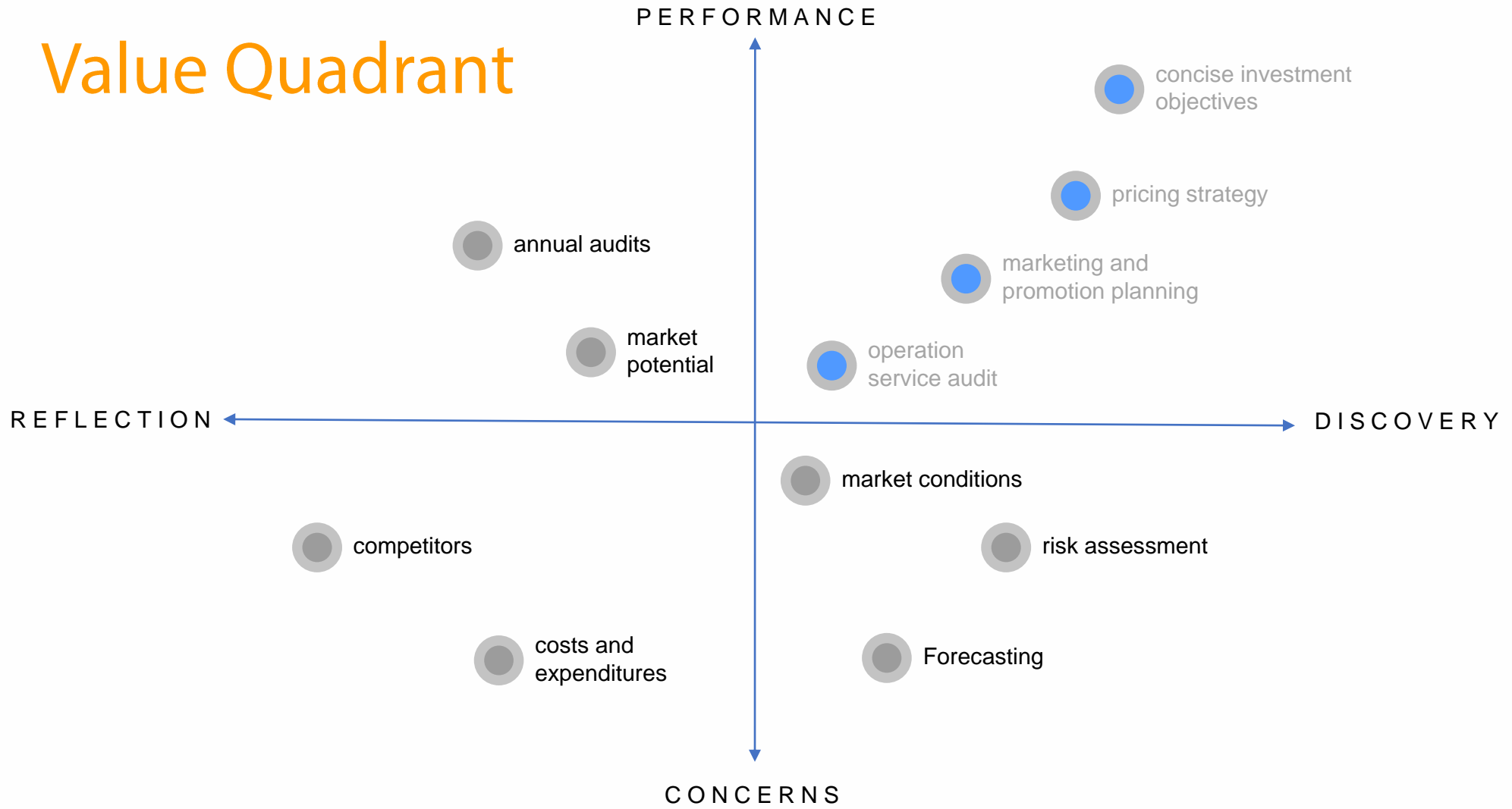
- Market supply and demand updates
- Competitive benchmarking analysis
- Sales and marketing activities review
- Pricing strategy
- Seasonal promotional activities
- FF&E and OS&e control



## Sustaining Growth

- Staffing and HR management / training
- Property Management Systems
- Preventive maintenance
- Compliance and legal
- Property refurbishment and renovation
- Sustainability and energy management

# Value Quadrant



# FILOXENIA

Hospitality Management

Hospitality Management

Hospitality Consultancy

Owner Representation

Food & Beverage Management

Concept Development & Design

Feasibility Study

Mystery Shopper

[inquiry@filoxenia.asia](mailto:inquiry@filoxenia.asia)