

HOTEL & RESORT MANAGEMENT SYSTEM TO ACHIEVE HARMONY

Best Management Group will install the Harmony™ Management System across all managed properties on 1 July, 2009.

“Harmony™ has been developed recently as an automated reminder and check of the various management functions carried out at each property. The system is centred on a series of task prompts that are embedded into the calendar of each General Manager. Daily, Weekly, Monthly, Periodic and random tasks are featured”, said David Catterall, Managing Director of Best Management Group.

The benefits of the system include:-

- Automated reminders of important tasks and responsibilities
- Support information sheets and training aids for most routine management issues are linked in from Best Management Group
- Recording of evidence of key areas of compliance being adhered to

“In many ways the Harmony™ management system provides further assurance that we do everything we are bound to do under our Management Agreements” said David.

“This further protects the interests of our Owners, Guests and Staff” he said.

The system has been trailed smoothly over recent weeks at the company's 4.5 star Brisbane hotel, The Point Brisbane.

It is envisaged that the content of Harmony will continually be updated as responsibilities and tasks progressively change. To that end, a second phase of Harmony™ is expected to be installed around September. The first phase has been focused on foundation management tasks and high importance compliance items. The second phase will be extended to include greater emphasis on improving the guest experience and staff issues.

“We know of no other hotel management company that can demonstrate such a rigorous automated management system to be in place” said David Catterall. “Best Management Group has already earned a very good reputation for excellence in management reporting. The introduction of Harmony™ adds another dimension to our management package” he added.

Established in 1999, Best Management Group is a Brisbane based firm specialising in the management of hotels and resorts. The Group has extensive experience including the management of a substantial suite of properties in the lodging management sector. The Group is involved in managing a stable of properties in Queensland, New South Wales and Victoria.

The total room count under management is in excess of 800, with a similar number in varying stages of development. The current operational staff compliment is in excess of 140.

ENDS

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