

In Extenso

tourisme, hôtellerie et restauration

French Hotel Industry Performances

June 2013



Membre de **Deloitte**.

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Publications

In Extenso
tourisme, hôtellerie et restauration

Le marché français des résidences de tourisme urbaines
2013 - 7^{ème} édition



Deloitte.

Annual study "The French Urban Residence Market", 7th edition – **out the 4 July 2013.**

In 2012, the urban tourism residence stock in France reached the 600 mark, grouping over 50 000 apartments. Based on exclusive data published by In Extenso THR, this study offers a comprehensive analysis of a sector still undergoing structuration:

- Profile of supply and its development
- Geographical distribution of supply by territory
- Key market actors, brands and positioning
- Commercial performances

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Agenda

In Extenso
tourisme, hôtellerie et restauration

ANIT
Association Nationale des Investisseurs Touristiques

Les Tendances de l'Hôtellerie au Maroc



Deloitte.

September 2013, Casablanca

Moroccan Hotel Trends

Conference organised in partnership with the Association Nationale des Investisseurs Touristiques (ANIT)

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The French hotel industry plays the game well

The first semester of 2013 finished on a positive note for the French hotel industry. Faced with an increasingly difficult market context, hotels throughout France improved performance levels. Despite a general downturn in occupancy, hotels managed to increase rooms revenue, thanks to a significant upsurge in average rates. This was the case throughout all the destinations analysed.

The end of the first semester 2013 smiled on the Parisian hotel industry, as all categories saw rooms revenue progress. Thanks to higher average rates than last year, RevPAR grew by +7% to +22%. More specifically, the Upscale and Luxury segments experienced particularly significant increases, as a result of the stronger efforts of new properties in this segment this year. Given the improvement in performances since the beginning of the year, cumulated results are much better than last year, driven by higher average rates.

Ile-de-France also fell in with this trend, posting healthier RevPAR (+7% to +11%), given improved average rates. Budget hotels recorded even stronger progressions thanks to a rise in occupancy. Not surprisingly, hotels located in departments adjacent to Paris achieved better trading performances than those located elsewhere in the region, and more significant increases, too.

Regional hotels followed the same pattern, with improved RevPAR driven by higher average rates. The Super-budget category was the only one to remain stable. However, occupancy in regional hotels was significantly lower than last year, falling between -0.1% to -6.3%. Luxury and Super-budget hotels suffered the most, recording drops in occupancy of -6.3% and -2.5%, respectively. This fall in demand has generally led to lower cumulated RevPAR than that recorded in 2012.

Upscale hotels on the Côte d'Azur were the only ones to experience a fall in RevPAR, further to a significant drop in occupancy. This trend has generally been observed over the first semester 2013. Conversely, Midscale hotels have continually posted the highest increase in RevPAR compared to other categories, again thanks to higher average rates.

Monthly performance

| June | Luxury | Upscale | Midscale | Budget | Super Budget |
|-------------|--------|---------|----------|--------|--------------|
| OR 2013 | 77,5% | 81,2% | 79,0% | 77,6% | 73,5% |
| Var. /n-1 | -1,1% | -0,8% | -0,1% | 0,7% | -1,9% |
| ADR 2013 | 487 € | 223 € | 113 € | 72 € | 42 € |
| Var. /n-1 | 15,1% | 6,2% | 4,6% | 4,4% | 4,5% |
| RevPAR 2013 | 378 € | 181 € | 89 € | 56 € | 31 € |
| Var. /n-1 | 13,8% | 5,3% | 4,5% | 5,1% | 2,5% |

Year To Date performance

| Jan. to June | Luxury | Upscale | Midscale | Budget | Super Budget |
|--------------|--------|---------|----------|--------|--------------|
| OR 2013 | 62,6% | 64,2% | 63,1% | 63,8% | 64,2% |
| Var. /n-1 | 0,8% | -1,2% | -1,1% | 0,1% | -1,8% |
| ADR 2013 | 391 € | 187 € | 101 € | 66 € | 41 € |
| Var. /n-1 | 6,1% | 2,2% | 1,1% | 0,3% | 2,1% |
| RevPAR 2013 | 245 € | 120 € | 64 € | 42 € | 26 € |
| Var. /n-1 | 7,0% | 1,0% | 0,0% | 0,3% | 0,2% |

Definitions

OR = Occupancy Rate
ADR = Average Daily Rate
RevPAR = Revenue per available room

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Performances Paris

June 2013



Paris-City

Monthly performance

| June | OR | | ADR | | RevPAR | |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 |
| Paris - Luxury | 91,6% | -1,8% | 708 € | 24,0% | 649 € | 21,7% |
| Paris - Boutique Hotels | 90,8% | -0,2% | 391 € | 10,6% | 355 € | 10,3% |
| Paris - Upscale | 89,3% | -1,2% | 260 € | 8,6% | 232 € | 7,3% |
| Paris - Luxury & Upscale | 89,8% | -1,3% | 347 € | 12,6% | 312 € | 11,1% |
| Paris - Superior midscale | 93,6% | -0,2% | 191 € | 7,0% | 179 € | 6,8% |
| Paris - Standard midscale | 90,5% | -0,5% | 143 € | 9,1% | 130 € | 8,6% |
| Paris - Midscale | 91,7% | -0,4% | 163 € | 8,1% | 149 € | 7,7% |
| Paris - Budget | 92,4% | -0,4% | 105 € | 9,1% | 97 € | 8,7% |

Year To Date performance

| Jan. to June | OR | | ADR | | RevPAR | |
|--|--------------|--------------|--------------|-------------|--------------|-------------|
| | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 |
| Paris - Luxury | 80,2% | 0,9% | 515 € | 8,8% | 413 € | 9,8% |
| Paris - Boutique Hotels | 77,3% | 2,1% | 317 € | 4,9% | 245 € | 7,1% |
| Paris - Upscale | 76,0% | -3,4% | 205 € | 3,3% | 156 € | -0,2% |
| Paris - Haut de gamme & Gd luxe | 76,8% | -2,2% | 269 € | 5,7% | 206 € | 3,4% |
| Paris - Superior midscale | 83,4% | -1,2% | 159 € | 3,6% | 133 € | 2,4% |
| Paris - Standard midscale | 79,2% | -0,6% | 118 € | 4,7% | 94 € | 4,1% |
| Paris - Midscale | 80,9% | -0,8% | 135 € | 4,4% | 109 € | 3,5% |
| Paris - Budget | 82,8% | -2,8% | 88 € | 5,1% | 73 € | 2,2% |

Paris suburbs (excluding Paris) – Luxury and upscale

Monthly performance

| June | OR | | ADR | | RevPAR | |
|---------------------------|-------|----------|-------|----------|--------|----------|
| | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 |
| Paris | 89,8% | -1,3% | 347 € | 12,6% | 312 € | 11,1% |
| La Défense | n.d. | - | n.d. | - | n.d. | - |
| Roissy CdG | 80,4% | -1,2% | 137 € | 7,2% | 110 € | 5,9% |
| IDF (exc.Paris and poles) | 85,6% | -3,4% | 259 € | 1,6% | 222 € | -1,9% |

Year To Date performance

| Jan. to June | OR | | ADR | | RevPAR | |
|---------------------------|-------|----------|-------|----------|--------|----------|
| | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 |
| Paris | 76,8% | -2,2% | 269 € | 5,7% | 206 € | 3,4% |
| La Défense | n.d. | - | n.d. | - | n.d. | - |
| Roissy CdG | 68,7% | -3,4% | 114 € | -0,9% | 78 € | -4,3% |
| IDF (exc.Paris and poles) | 72,7% | -3,4% | 229 € | 1,8% | 166 € | -1,7% |

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Performance Regions

June 2013



Regions

Regions (excl. French Riviera)

Monthly performance

| June | Luxury | Upscale | Midscale | Budget | Super Budget |
|-------------|--------|---------|----------|--------|--------------|
| OR 2013 | 63,6% | 71,0% | 72,7% | 73,0% | 71,3% |
| Var. /n-1 | -6,3% | -0,8% | -0,4% | -0,1% | -2,5% |
| ADR 2013 | 285 € | 149 € | 97 € | 67 € | 40 € |
| Var. /n-1 | 7,8% | 4,1% | 2,0% | 0,7% | 2,6% |
| RevPAR 2013 | 181 € | 106 € | 71 € | 49 € | 29 € |
| Var. /n-1 | 1,0% | 3,3% | 1,5% | 0,7% | 0,0% |

Year To Date performance

| Jan. to June | Luxury | Upscale | Midscale | Budget | Super Budget |
|--------------|--------|---------|----------|--------|--------------|
| OR 2013 | 51,9% | 53,8% | 56,6% | 62,5% | 62,1% |
| Var. /n-1 | -1,4% | -2,2% | -2,1% | 4,7% | -1,7% |
| ADR 2013 | 244 € | 133 € | 90 € | 63 € | 39 € |
| Var. /n-1 | 1,7% | 0,4% | -0,6% | -2,2% | 1,0% |
| RevPAR 2013 | 127 € | 72 € | 51 € | 39 € | 24 € |
| Var. /n-1 | 0,3% | -1,9% | -2,7% | 2,4% | -0,6% |

French Riviera

Monthly performance

| June | Luxury | Upscale * | Midscale | Budget | Super Budget |
|-------------|--------|-----------|----------|--------|--------------|
| OR 2013 | 76,0% | 76,3% | 84,6% | n.d. | 80,6% |
| Var. /n-1 | 1,0% | -3,1% | -1,5% | - | 2,1% |
| ADR 2013 | 495 € | 191 € | 115 € | n.d. | 50 € |
| Var. /n-1 | 0,8% | 0,2% | 5,7% | - | 3,0% |
| RevPAR 2013 | 376 € | 146 € | 97 € | n.d. | 40 € |
| Var. /n-1 | 1,8% | -2,9% | 4,2% | - | 5,1% |

Year To Date performance

| Jan. to June | Luxury | Upscale * | Midscale | Budget | Super Budget |
|--------------|--------|-----------|----------|--------|--------------|
| OR 2013 | 54,3% | 52,6% | 61,6% | n.d. | 64,4% |
| Var. /n-1 | 2,3% | -1,7% | -0,8% | - | -4,3% |
| ADR 2013 | 410 € | 168 € | 102 € | n.d. | 47 € |
| Var. /n-1 | 0,3% | 1,3% | 5,2% | - | 1,6% |
| RevPAR 2013 | 223 € | 88 € | 63 € | n.d. | 30 € |
| Var. /n-1 | 2,6% | -0,4% | 4,3% | - | -2,7% |

* Upscale : = sample groups upscale boutique hotels and standard four star hotels

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Performances French Riviera

June 2013



French Riviera

| June | Monthly performance | | | | | | Year To Date performance | | | | | |
|------------------------------------|---------------------|----------|-------|----------|--------|----------|--------------------------|----------|-------|----------|--------|----------|
| | OR | | ADR | | RevPAR | | OR | | ADR | | RevPAR | |
| | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 |
| French Riviera - Luxury | 76,0% | 1,0% | 495 € | 0,8% | 376 € | 1,8% | 54,3% | 2,3% | 410 € | 0,3% | 223 € | 2,6% |
| French Riviera - Boutique Hotels** | 75,5% | 2,3% | 175 € | 4,4% | 132 € | 6,8% | 60,2% | 8,8% | 154 € | 0,6% | 93 € | 9,5% |
| French Riviera - Upscale | 76,4% | -3,8% | 194 € | -0,2% | 148 € | -4,0% | 51,6% | -3,1% | 170 € | 1,5% | 88 € | -1,6% |
| Average Upscale & Luxury | 76,2% | -1,8% | 291 € | 1,4% | 222 € | -0,4% | 53,1% | -0,4% | 248 € | 1,6% | 132 € | 1,2% |
| Average Midscale | 84,6% | -1,5% | 115 € | 5,7% | 97 € | 4,2% | 61,6% | -0,8% | 102 € | 5,2% | 63 € | 4,3% |
| Average Budget | n.d. | - | n.d. | - | n.d. | - | n.d. | - | n.d. | - | n.d. | - |
| Average Super-Budget | 80,6% | 2,1% | 50 € | 3,0% | 40 € | 5,1% | 64,4% | -4,3% | 47 € | 1,6% | 30 € | -2,7% |

French Riviera Cities

| June | Monthly performance | | | | | | Year To Date performance | | | | | |
|---------------------------|---------------------|----------|-------|----------|--------|----------|--------------------------|----------|-------|----------|--------|----------|
| | OR | | ADR | | RevPAR | | OR | | ADR | | RevPAR | |
| | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 |
| Cannes - Luxury | 73,0% | 1,9% | 472 € | -0,1% | 345 € | 1,8% | 50,2% | 2,2% | 429 € | -0,7% | 215 € | 1,5% |
| Cannes - Boutique Hotels | 66,2% | -3,6% | 201 € | 6,5% | 133 € | 2,7% | 43,5% | -3,4% | 207 € | 4,4% | 90 € | 0,8% |
| Cannes - Upscale | 69,5% | -6,1% | 196 € | 2,8% | 136 € | -3,5% | 43,2% | -1,7% | 186 € | 0,4% | 80 € | -1,3% |
| Cannes - Upscale & Luxury | 71,1% | -2,0% | 340 € | 2,4% | 241 € | 0,3% | 46,9% | 0,4% | 322 € | 0,2% | 151 € | 0,5% |
| Cannes - Midscale | 74,9% | -6,4% | 114 € | 12,3% | 86 € | 5,1% | 51,5% | -6,7% | 109 € | 8,4% | 56 € | 1,1% |
| June | Monthly performance | | | | | | Year To Date performance | | | | | |
| | OR | | ADR | | RevPAR | | OR | | ADR | | RevPAR | |
| | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 |
| Nice - Upscale & Luxury | 84,1% | -2,9% | 226 € | 1,0% | 190 € | -2,0% | 60,9% | -0,7% | 179 € | 2,5% | 109 € | 1,8% |
| Nice - Midscale | 88,4% | 0,1% | 117 € | 2,8% | 104 € | 2,9% | 67,0% | 0,7% | 100 € | 4,1% | 67 € | 4,9% |
| June | Monthly performance | | | | | | Year To Date performance | | | | | |
| | OR | | ADR | | RevPAR | | OR | | ADR | | RevPAR | |
| | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 |
| Monaco - Luxury | 81,9% | 10,0% | 482 € | 5,0% | 395 € | 15,5% | 57,6% | 2,9% | 446 € | 6,2% | 257 € | 9,3% |
| Monaco - Upscale | 85,5% | 8,9% | 248 € | 0,9% | 212 € | 9,9% | 60,1% | 4,7% | 235 € | -3,4% | 141 € | 1,1% |
| Monaco - Upscale & Luxury | 84,3% | 9,2% | 327 € | 3,3% | 275 € | 12,9% | 59,2% | 4,1% | 306 € | 1,0% | 181 € | 5,1% |

* Monaco set include the following cities : Monaco, Roquebrune and Cap d'Ail

** Boutique Hotels: sample excludes Luxury hotels

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Performances South West

June 2013



South-West & Cities

| | | Monthly performance | | | | Year To Date performance | | | | | | | |
|--|--|---------------------|----------|-------|----------|--------------------------|----------|-------|----------|-------|----------|--------|----------|
| | | OR | | ADR | | RevPAR | | OR | | ADR | | RevPAR | |
| Luxury Upscale | | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 |
| South-West | | 67,8% | -4,0% | 219 € | 7,2% | 149 € | 2,9% | 52,5% | 0,8% | 184 € | 1,0% | 97 € | 1,9% |
| Bayonne-Anglet-Biarritz | | 63,2% | -9,1% | 252 € | -0,1% | 159 € | -9,1% | 49,4% | 2,4% | 221 € | -2,8% | 109 € | -0,5% |
| Bordeaux | | 64,2% | -0,3% | 271 € | 26,1% | 174 € | 25,6% | 46,6% | -4,2% | 208 € | 6,9% | 97 € | 2,4% |
| Pau | | n.d. | - | n.d. | - | - | - | n.d. | - | n.d. | - | - | - |
| Toulouse | | 75,4% | 2,4% | 130 € | -1,0% | 98 € | 1,3% | 62,0% | 3,5% | 123 € | 0,8% | 76 € | 4,4% |
| Bayonne-Anglet-Biarritz : in development, sample subject to change | | | | | | | | | | | | | |
| Midscale | | OR | | ADR | | RevPAR | | OR | | ADR | | RevPAR | |
| | | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 |
| South-West | | 71,0% | -2,2% | 103 € | 5,4% | 73 € | 3,1% | 57,1% | -1,8% | 91 € | -0,1% | 52 € | -1,9% |
| Bayonne-Anglet-Biarritz | | n.d. | - | n.d. | - | - | - | n.d. | - | n.d. | - | - | - |
| Bordeaux | | 75,7% | -2,4% | 113 € | 23,7% | 86 € | 20,7% | 58,3% | -0,8% | 90 € | 3,0% | 52 € | 2,2% |
| Pau | | 64,8% | -9,0% | 81 € | 0,0% | 52 € | -9,0% | 53,4% | -1,5% | 80 € | 0,1% | 43 € | -1,4% |
| Toulouse | | 71,4% | -10,4% | 106 € | 0,4% | 75 € | -10,0% | 59,8% | -5,6% | 98 € | -1,2% | 59 € | -6,7% |
| Bayonne-Anglet-Biarritz : in development, sample subject to change | | | | | | | | | | | | | |
| Budget | | OR | | ADR | | RevPAR | | OR | | ADR | | RevPAR | |
| | | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 |
| South-West | | 69,6% | -3,8% | 70 € | 7,6% | 49 € | 3,5% | 56,8% | -2,1% | 64 € | 0,8% | 36 € | -1,3% |
| Bayonne-Anglet-Biarritz | | 63,7% | -13,9% | 65 € | 1,3% | 42 € | -12,7% | 55,0% | 0,2% | 58 € | -3,3% | 32 € | -3,1% |
| Bordeaux | | 76,1% | 7,7% | 85 € | 18,1% | 64 € | 27,2% | 60,5% | -1,6% | 71 € | 2,3% | 43 € | 0,7% |
| Pau | | n.d. | - | n.d. | - | - | - | n.d. | - | n.d. | - | - | - |
| Toulouse | | 69,8% | -11,3% | 71 € | 10,2% | 50 € | -2,3% | 61,4% | -1,6% | 68 € | 3,4% | 42 € | 1,7% |
| Bayonne-Anglet-Biarritz : in development, sample subject to change | | | | | | | | | | | | | |
| Super Budget | | OR | | ADR | | RevPAR | | OR | | ADR | | RevPAR | |
| | | 2012 | Var /n-1 | 2012 | Var /n-1 | 2012 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 | 2013 | Var /n-1 |
| South-West | | 72,8% | -3,7% | 43 € | 5,0% | 31 € | 1,1% | 64,0% | -2,2% | 39 € | 1,4% | 25 € | -0,8% |
| Bayonne-Anglet-Biarritz | | n.d. | - | - | - | - | - | n.d. | - | n.d. | - | - | - |
| Bordeaux | | 77,5% | 0,7% | 44 € | 18,2% | 34 € | 19,0% | 69,4% | 0,1% | 39 € | 6,3% | 27 € | 6,3% |
| Pau | | 61,2% | 5,2% | 33 € | 0,9% | 20 € | 6,1% | 57,6% | 9,2% | 33 € | -1,8% | 19 € | 7,3% |
| Toulouse | | 72,0% | -8,8% | 42 € | 1,9% | 30 € | -7,1% | 65,1% | -6,1% | 40 € | -1,4% | 26 € | -7,5% |
| Bayonne-Anglet-Biarritz : in development, sample subject to change | | | | | | | | | | | | | |

Departments in the South-Western set :

Ariège; Charente; Charente-Maritime; Corrèze; Creuse; Dordogne; Haute-Garonne; Gers; Gironde; Landes; Lot; Lot-et-Garonne; Pyrénées-Atlantiques; Hautes-Pyrénées; Tarn; Tarn-et-Garonne; Haute-Vienne

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Informations

Definitions

Occupancy Rate (OR) : Rooms sold divided by rooms available multiplied by 100.

Rooms Available : The number of rooms times the number of days in the period.

Average Daily Rate (ADR) : Room revenue divided by rooms sold.

Revenue per Available Room (RevPAR) : Room revenue divided by rooms available.

ADR and RevPAR are expressed in Euros, excluding VAT

Categories

Luxury Hotels: France's most prestigious hotels that distinguish themselves through their exceptional location, building and design, as well their outstanding product and service quality. Highly reputed, these establishments cater to a particularly discerning clientele.

Upscale Hotels: Hotels operating at the higher end of the market and consequently offering a wide range of amenities. These establishments are less prestigious than Luxury Hotels and cater to a wider range of guests.

Midscale Hotels: Veritable bridge between higher category and entry-level hotels, Midscale Hotels benefit from a wide range of facilities and amenities, but to a lesser extent than Upscale Hotels.

Budget Hotels: Hotels that offer a restricted range of facilities and amenities. Budget hotels primarily target those guests particularly preoccupied by value for money.

Super Budget Hotels: Hotels that offer a 'no frills' approach, with a very limited range of services. Price is the key decision-factor for guests.

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Informations

In Extenso – member of Deloitte

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A member of Deloitte Touche Tohmatsu, In Extenso is an entity dedicated to small and medium-sized businesses. Almost 3 300 employees in 170 agencies in France serve 70 000 clients, including companies, firms, entrepreneurs, tradesmen and women, self-employed lawyers and doctors, associations and local authorities.

Tourism, Hotels & Restaurants Desk

In Extenso is one of the leading advisors in Tourism, Hospitality and Restaurant industries worldwide. We provide many consulting services for different stakeholders of the tourism industry :

| Market and feasibility studies | Valuation of hotel and tourist assets | Urban tourism development plans | Human Capital | Others services |
|--|---|---|---|---|
| <ul style="list-style-type: none">• Detailed market study• Operational recommendations to respond to the requirements of potential clients• Determination of the product-service concept• Determination of client target the price positioning• Revenue estimations (accommodation, food and beverage, other...)• Operating forecasts over several years : establishment of expense items to determine the project's profitability (GOP, cash-flows | <ul style="list-style-type: none">• A detailed market study• Product analysis (strengths, weaknesses, necessary renovations and refurbishments• Forecasts over several years• The application of the discounted cash-flow method, completed by market references (recent and comparable transactions) and the use of the others methods, specially adapted to each case (multiple of turnover or GOP, approaches linked to the real estate market, etc). | <ul style="list-style-type: none">• Dynamic review of existing supply• Analysis of the impact of development factors (economy, transportation, tourist markets, etc.)• Analysis of supply/demand situation• Assessment of development ambitions and objectives• Recommendations on strategy | <ul style="list-style-type: none">• Aligning Human Resources with the strategic goals of the company• Mastering operational risks in terms of HR and abiding by the regulations• Incorporating the human dimension in all your reorganization and transformation processes• Developing an attractive and incentive remuneration policy | <ul style="list-style-type: none">• Hotel benchmark survey• Identification of operators and investors• Optimize your information systems• Marketing audits• Quality control• Organizational audits and management support• Etc. |

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