



RUSSELL PARTNERSHIP

COLLECTION



RP CONSULTING

global food consultants who create, guide and mobilise transformational food strategies.

SERVICES



RP TECHNOLOGY

global technology developers and educators who design, build and deliver hospitality programmes.

PRODUCTS



RP FOUNDATION

the collection's philanthropic heart who nurture, donate and facilitate global well-being, technological access and charitable initiatives.

SUPPORT


- Online Delivery vs. Face to Face
- Synchronous vs. Asynchronous Delivery
- Individual vs. Group



- 
- Teamwork
 - Collaboration
 - Critical Thinking
 - Decision Making
 - Risk / Reward

Curriculum Integration



- 
- A person is holding a tablet computer, with their hands visible. The background is a warm, out-of-focus indoor setting. Overlaid on the left side of the image is a list of four items, each preceded by a small square bullet point.
- Resources Available
 - Train the Trainer
 - Student Onboarding
 - Scenarios Available



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HOTS Instructor - Train the Trainer

15% complete

Search by lesson title

General 2 / 3

☒ HOTS Simulation Introduction
VIDEO : 34 MIN

☒ HOTS Simulation - Orientation
VIDEO : 6 MIN

☐ Using Social Media
VIDEO : 3 MIN

Administration 0 / 10

Rates and Revenue 0 / 0
DRAFT

Food and Beverage 0 / 0
DRAFT

HOTS Simulation Introduction



The STAR Report: by STR									
Monthly Performance at a glance - My property vs competitive set									
Team 1 December									
December									
	Occupancy			ADR			RevPAR		
	My prop.	Comp.Set	Index	My prop.	Comp.Set	Index	My prop.	Comp.Set	Index
Current Month	22.5	22.5	100.0	87.94	87.94	100.0	19.76	19.76	100.0
Year to Date	25.9	25.9	100.0	88.71	88.71	100.0	22.98	22.98	100.0
Running 3 Month	23.5	23.5	100.0	93.86	93.86	100.0	22.01	22.01	100.0
Running 12 Month	25.9	25.9	100.0	88.71	88.71	100.0	22.98	22.98	100.0
December Year 1 vs December Year 0 (% change)									
	Occupancy			ADR			RevPAR		
	My prop.	Comp.Set	Index	My prop.	Comp.Set	Index	My prop.	Comp.Set	Index
Current Month	3.8	3.8	0.0	-1.5	-1.5	0.0	2.3	2.3	0.0
Year to Date	10.8	10.8	0.0	-3.4	-3.4	0.0	7.0	7.0	0.0
Running 3 Month	14.3	14.3	0.0	-4.0	-4.0	0.0	9.7	9.7	0.0
Running 12 Month	10.8	10.8	0.0	-3.4	-3.4	0.0	7.0	7.0	0.0

Exit



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REVsIm User Training

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Search by lesson title

Introduction

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Welcome

TEXT

REVsIm Introduction

VIDEO · 9 MIN

Where to Start

VIDEO · 4 MIN

How to make decisions

VIDEO · 9 MIN

How to read and understand reports

VIDEO · 13 MIN

Decision Areas

0 / 10

Welcome

Welcome to the world of REVsIm. This online module will guide you through all that you need to know to begin utilizing the simulation.

You should watch all of the videos within this first section before proceeding.

All of the following videos will guide you through the various decision areas within the program.

If the quality for any of the videos appears to be poor, please view in fullscreen mode to solve this.

Thank you and enjoy REVsIm.



COMPLETE & CONTINUE →



SMART PHONE

HOTS

business management simulation

HOTS is a business management simulation based on the operation, redevelopment and management of a large service-based business. The HOTS simulation program places participants into the simulated position of managing a service industry business in a virtual environment that mirrors the real world.



RevSim

revenue management simulation

Hotels compete in real time within the realistic market dynamics of a competitive set of hotels. The simulation delivers skills in anticipating demand, optimising availability and pricing in order to deliver commercially sustainable results.



AssetSim

asset management simulation

Teams operate as Asset Managers of a full-service property owned by a publicly-traded real estate investment trust. As Asset Managers, they are responsible for directing the investment, operational costs, legal and third-party management contract aspects.



F&BSim

food and beverage management simulation

Teams operate as Director of Food and Beverage for their hotel, competing in the competitive set for both residential and non-residential food and beverage demand. Virtual environments reflect real time market dynamics.

Simulation Setup



- Competing businesses
- Direct Competition
- Developing Market
- Goal: Best Scorecard at end of Trading Period



Marketing



Rates / Revenue



Staffing & HR



Food & Beverage



Finance



Environmental

Balanced Scorecard

	TEAM1		TEAM2		TEAM3		TEAM4		TEAM5		TEAM6	
	Hotel La Mer		The Brine		Millennium Falcon		Waters Edge		Bora Bora		D.M.C Plaza	
	Average	Rank	Average	Rank	Average	Rank	Average	Rank	Average	Rank	Average	Rank
OPERATIONS:												
REVPAR \$	26.98	2	21.13	6	26.82	3	26.73	4	23.48	5	39.32	1
Gross Operating Profit (IBFC %)	9.79	4	23.05	2	12.38	3	-22.20	6	26.12	1	-17.79	5
Rooms Market Share %	2.96		2.53		3.53		3.44		2.84		5.05	
Relative Market Share %		4		6		2		3		5		1
	14.5		12.4		17.3		16.9		14.0		24.8	
OWNER:												
ROCE % - Pretax profit/Capital Employed	-0.78	4	-0.14	2	-0.37	3	-2.68	6	0.24	1	-2.66	5
GUEST:												
Guest Satisfaction Survey(%)	66	2	64	5	65	3	65	4	63	6	73	1
STAFF:												
Staff Satisfaction survey (%)	81	4	96	1	55	5	96	1	49	6	86	3
OVERALL RANKING		3		4		2		5		5		1

Your Hotel: Full Service

A background image of a hotel room featuring two beds with white linens and a patterned runner, a large window with blue curtains, and a view of a city and water.

185 Standard Rooms

10 Executive Rooms

5 Suites

Executive Lounge

75 Seat Restaurant

Car Parking

Function/Meeting Space

Gym and Spa

Bliss Resorts



HOTSReviewer Popularity Index Traveller Rating



Reviews you can trust

All Reviews



User

Potential to be a great hotel

This hotel has the potential to be very good but they need to get their customer service right. Unfortunately, despite the spacious rooms, lovely location and good restaurant and leisure facilities it falls down on the all-important customer service. On the positive side, the restaurant is good and has some very efficient and personable staff who do their jobs well. However, the front of house staff definitely need to step up their game and realise they are supposed to be working in a service industry and are there to ensure the best possible experience for their guests. Be warned - if you arrive by car, it is highly possible you will fail to find a parking space, especially if there is any kind of wedding/function taking place.

Details

Property Details

Number of rooms:250

Built in the 1950's this hotel boasts air-conditioned guest rooms throughout, all with private bathrooms. All rooms are able to accommodate singles, couples or families. The hotel is situated on the seafront, only a short distance from the main shopping centre. The hotel is less than 30 minutes from the nearest airport, and there are good road, rail and bus links to major cities and other resorts.

This description is based on information provided by the hotel.

Property Amenities

Restaurant

Concierge

Room/Lounge Service

Room Mini-Bar

Internet access data point

Quick Check In_Out

Enter comment



Post

Samantha Wills

Just spent a 5 day family break at the hotel. I really cannot praise it enough, the surroundings, restaurant, food and most particularly the staff and service were faultless. We were lucky enough to enjoy lovely weather and so the outside pool was fab. The staff were excellent and we will certainly make a return visit.

David Humphreys

A very pleasant hotel in a quiet location with friendly staff who provided great service. Our room was huge, although too warm as we could not adjust the heating. Breakfast was more than adequate and even though the hotel was very busy, the staff still managed to seat all 6 of us quickly and serve us efficiently. We will be returning next year!

Wendy Fenton

My husband and I stayed here with a group of friends. We had a lovely time, the staff the food and the hotel were all great. Location was superb, and close enough to bus and train stations too. We had a marvelous time. I could not recommend this hotel highly enough. It was clean and warm with plenty of choice for food.

Emily Gordon

We have stayed at this hotel twice now and would have no hesitation in returning. It is a large hotel with friendly staff. The rooms are fine with everything you might need. Breakfast is buffet style with staff serving the cooked items. Everything is well cooked and tasty. Although the hotel was full during our visit over the bank holiday weekend, everything was well organised and we only had to wait about a minute before being shown to a free table. We managed to find a parking space in the car park which circles the hotel although I am not sure there would be room for everyone when the hotel is full. The price is reasonable for 2 nights for 2 people.

[edit profile](#)

Bliss Resorts

Where all guest dreams come true.

*Are you looking to escape,
relax, and be pampered?*

*Look no further- Bliss Resorts
offer the highest quality service*

*We guarantee an unforgettable
stay.*



*Guest Comfort is our primary
goal: you ask for it we supply
it!*

The STAR Report: by STR Global

Monthly Performance at a glance - My property vs competitive set

Bliss Resorts January



January

	Occupancy			ADR			RevPAR		
	My prop.	Comp.Set	Index	My prop.	Comp.Set	Index	My prop.	Comp.Set	Index
Current Month	19.9	18.1	110.4	99.76	95.91	104.0	19.88	17.40	114.3
Year to Date	19.9	18.1	110.4	99.76	95.91	104.0	19.88	17.40	114.3
Running 3 Month	26.4	23.6	111.8	96.68	92.19	104.9	25.55	21.85	116.9
Running 12 Month	41.1	36.1	113.9	85.95	84.22	102.1	35.32	30.32	116.5

January Year 2 vs January Year 1 (% change)

	Occupancy			ADR			RevPAR		
	My prop.	Comp.Set	Index	My prop.	Comp.Set	Index	My prop.	Comp.Set	Index
Current Month	33.5	21.2	12.3	6.4	0.4	6.0	42.0	22.9	19.1
Year to Date	33.5	21.2	12.3	6.4	0.4	6.0	42.0	22.9	19.1
Running 3 Month	69.6	51.9	17.7	1.1	-4.0	5.1	71.5	46.2	25.3
Running 12 Month	75.4	53.9	21.4	-5.0	-7.0	2.0	66.6	42.9	23.7



Revenue Management App

revenue management application

Individuals take on the role of a Hotel Revenue Manager and are tasked with making the revenue decisions for a one-month period. All with the goal of generating the optimum results in profitability and hotel occupancy.



Hospitality Business Acumen

online program teaching hospitality business acumen

The HBA (Hospitality Business Acumen) program is a four module online training course. The course delivers the theory required to drive learning and development forward for both industry professionals and the leaders of tomorrow.



[Go to Dashboard](#)

Hospitality Business Acumen (HOSCO)

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Search by lesson title

Welcome

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Welcome to HBA

TEXT · PREREQUISITE

Course Overview

VIDEO · < 1 MIN · PREREQUISITE

How to use the LMS

VIDEO · 2 MIN · PREREQUISITE

Welcome to HBA

Hello and welcome to the Hospitality Business Acumen Course

This introduction will walk you through all that you need to know ahead of starting the HBA learning modules. Complete this introduction module first to learn about the course overview, how to utilise the LMS and what is included within each module.



COMPLETE & CONTINUE →

VIDEO · 1 MIN · PREREQUISITE

Summary Income Statement

DOWNLOAD · PREREQUISITE

Summary Income Statement -- Money In

TEXT · PREREQUISITE

Summary Income Statement -- Money Out

TEXT · PREREQUISITE

Summary Income Statement -- More Money Out

TEXT · PREREQUISITE

Summary Income Statement -- Net Operating Income

TEXT · PREREQUISITE

Summary Income Statement

TEXT · PREREQUISITE

Departmental Income Statement

TEXT · PREREQUISITE

Departmental Income Statement

Summary Income Statement -- Money Out

Departmental Expenses		
Rooms	\$181,795	13.33%
Food & Beverage	\$230,724	42.9%
Other Departments	\$31,199	33.33%
Total Expenses	\$443,718	22.24%
Total Departmental Profit	\$1,551,865	77.76%

Department Expenses and Department Profit

Department expenses include all of the materials and wages controlled by the departments, and needed to produce the departments products and services. For example, the Food & Beverage expenses would include the cost of food, beverages,

COMPLETE & CONTINUE →

(HOSCO)


0% complete

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☒ HBA Exam

 QUIZ · 50 QUESTIONS · PREREQUISITE

HBA Exam

QUESTION 1 OF 50

The hotel's Gross Operating Profit (GOP) is sometimes also called the House Profit. It is found on which financial statement?

Choose only ONE best answer.

- ☐ A Balance Sheet
- ☐ B Cash Flow Statement
- ☐ C Departmental Income Statement
- ☐ D Summary Income Statement

CONFIRM

