



**PACKAGES, DELIVERABLES &
CUSTOMER COMMITMENTS**

December 2022



Packages, Deliverables & Customer Commitments

This document outlines available commercial models, the deliverables associated with each component and the applicable Customer commitment.

Packages	Package 1																																														
	Setup/Activation One Time	✓																																													
	Webinars Ongoing	✓																																													
	Qualification	None																																													
	Subscription	Per Schedule per room per month																																													
	Commission	N/A																																													
	Virtual Consulting	Up to 2 Interactions/ 1:1 with leadership monthly																																													
	Package Onsite Consulting	None																																													
	Logistics	N/A																																													
	Additional Virtual Consulting	Quoted Separately Per Schedule																																													
	Additional Onsite Consulting	Quoted Separately Per Schedule																																													
Pricing per Domiciled Currency	<table> <tr> <th></th><th>Subscription per room</th><th>Setup/Activation one time</th><th>Enhanced Launch ONSITE one time</th><th>Onsite per day</th><th>Remote per session</th></tr> <tr> <td>USD</td><td>3.00</td><td>1,500</td><td>3,000</td><td>1,750</td><td>800</td></tr> <tr> <td>GBP</td><td>2.50</td><td>1,240</td><td>2,480</td><td>1,445</td><td>660</td></tr> <tr> <td>EUR</td><td>2.95</td><td>1,470</td><td>2,940</td><td>1,715</td><td>785</td></tr> <tr> <td>JPY</td><td>370.00</td><td>183,000</td><td>366,000</td><td>214,000</td><td>98,000</td></tr> <tr> <td>CAD</td><td>4.10</td><td>2,050</td><td>4,100</td><td>2,400</td><td>1,100</td></tr> <tr> <td>INR</td><td>245.00</td><td>122,000</td><td>244,000</td><td>142,000</td><td>65,000</td></tr> </table> <p>Where domiciled currency is not shown, default currency will be USD</p>						Subscription per room	Setup/Activation one time	Enhanced Launch ONSITE one time	Onsite per day	Remote per session	USD	3.00	1,500	3,000	1,750	800	GBP	2.50	1,240	2,480	1,445	660	EUR	2.95	1,470	2,940	1,715	785	JPY	370.00	183,000	366,000	214,000	98,000	CAD	4.10	2,050	4,100	2,400	1,100	INR	245.00	122,000	244,000	142,000	65,000
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Pricing Validity	1 December 2022 to 31 December 2024																																														
Packages; A La Carte Services;																																															
Subscription	Unlimited IN-Gauge™ user licenses for actively employed Front Office Staff and Management of the CUSTOMER as well as supporting departments such as Finance, HR and General Management <ul style="list-style-type: none"> • Front Desk Modules activated • Configurable user dashboards assigned to licensed users • Agent and Performance Champion e-learning library including assessment and transcript reporting • Access to FPG eLearning property performance group learning toolkit (F&B, Tele-sales, Meeting & Events, and Service Recovery) - modules available for viewing by applicable teams. • Front Desk and Management chat, social channels and messaging assigned to licensed users • Incentive plan modules assigned to licensed users and reporting activated for management and finance/payroll dept as assigned by CUSTOMER 																																														



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	<ul style="list-style-type: none">• Goal Setting and tracking modules activated• CUSTOMER Leadership views activated and assigned to appropriate users• Coaching tracking modules activated and assigned to performance Champion and Management• Dashboards and analytics activated and updated daily (or more frequently depending upon the PMS used at the property.)• Transaction audit module with suspense clearance enabled <p>Virtual Consulting by dedicated Customer Success Consultants</p> <ul style="list-style-type: none">• 1:1 leadership and CUSTOMER appointment Champion(s) engagement• Interaction quantity defined by Package selection• Performance-based digital support guidance on engagement, potential and approach by dedicated Customer Success Consultants• Guidance on level 1-2 of Champion certification <p>Champion Certification Level 1&2 <i>for up to two Champions per property</i></p> <ul style="list-style-type: none">• Level 1 - Tactical Champion<ul style="list-style-type: none">○ Is for CUSTOMER Champions to get to know the program and the foundation level knowledge of FPG methodology. Introduction and understanding of all functionalities and principals behind the best practice.• Level 2 - Performance Champion<ul style="list-style-type: none">○ including Coaching, Training, and Consulting to understand principles and how to apply them in an advanced way, such as creating incentive plans and optimizing room blocking procedures.• Access to Champion educational community• Self-paced training programs to be completed in IN-Gauge™. <p>IN-Gauge™ technical support.</p> <ul style="list-style-type: none">• Self-help resources and guides• Ticket based support for troubleshooting and configuration assistance
Onsite Commitment - Professional services	<p>Onsite or Remote depending on available logistics</p> <p>Services can include any combination of the following:</p> <ul style="list-style-type: none">• Consulting• Classroom training• Coaching <p>Duration of a visit will be vary depending on the potential performance impact</p>



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Enhanced Launch	<p>A critical success factor to driving performance is creating the right culture, gaining leadership buy-in and executing a well-structured methodology. Preferably delivered onsite and includes the following sessions:</p> <ul style="list-style-type: none">• Philosophy & Commitment Workshop for Senior Management and Champions• Maximizing your Impact for Front Desk Team Training• Coaching Through Leadership• Champion Workshop• Initial property Goalsetting for the partnership• Additional Pre-Workshop Champion support, setting the scene for the Level 1 Champion Certification <p>Duration depends on team size, however is typically 3 days.</p> <p>Note, if a property is outside of the FPG reach, such as Africa, Australia etc a Logistic fee of USD \$2,000 will apply.</p>
Setup/Activation	<p>The Setup fee provides the following implementation activities:</p> <ul style="list-style-type: none">• IN-Gauge™ Setup & Configuration with property PMS• Incentive program & room category consulting• Testing & Implementation of the IN-Gauge™ Software
Logistics	See associated fees at the following link
Best Practices	Recommended practices to optimize the performance potential. See following link