



**PACKAGES, DELIVERABLES &
CUSTOMER COMMITMENTS**

January 2025



Packages, Deliverables & Customer Commitments

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

Packages	Package 1 <table><tr><td>Setup/Activation</td><td>✓</td></tr><tr><td>One Time</td><td></td></tr><tr><td>Webinars</td><td>✓</td></tr><tr><td>Ongoing</td><td></td></tr><tr><td>Qualification</td><td>None</td></tr><tr><td>Subscription</td><td>Per Schedule per room per month</td></tr><tr><td>Commission</td><td>N/A</td></tr><tr><td>Virtual Consulting</td><td>Up to 2 Interactions/ 1:1 with leadership monthly</td></tr><tr><td>Package Onsite Consulting</td><td>None</td></tr><tr><td>Logistics</td><td>N/A</td></tr><tr><td>Additional Virtual Consulting</td><td>Quoted Separately Per Schedule</td></tr><tr><td>Additional Onsite Consulting</td><td>Quoted Separately Per Schedule</td></tr></table>	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				
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Pricing Validity	1 January 2025 to 31 December 2025																												
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 • 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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	• 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 Virtual Consulting by dedicated Customer Success Consultants • 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 Champion Certification Level 1&2 <i>for up to two Champions per property</i> • Level 1 - Tactical Champion ○ 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 ○ 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™. IN-Gauge™ technical support. • Self-help resources and guides • Ticket based support for troubleshooting and configuration assistance
Onsite Commitment - Professional services	Onsite or Remote depending on available logistics Services can include any combination of the following: • Consulting • Classroom training • Coaching Duration of a visit will be vary depending on the potential performance impact



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Enhanced Launch	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: • 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 Duration depends on team size, however is typically 3 days. Note, if a property is outside of the FPG reach, such as Africa, Australia etc a Logistic fee of USD \$2,000 will apply.
Setup/Activation	The Setup fee provides the following implementation activities: • 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