

JOYCE

by The James

Operational Management Plan

Version 1.0

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Purpose

This manual provides guidelines for the effective management of Joyce by The James.

Its main objective is to ensure the smooth operation of the property, including:

- Safeguarding the well-being of guests and staff
- Maintaining high standards of cleanliness and functionality
- Defining roles and responsibilities across departments
- Delivering an exceptional guest experience
- Full integration with Village and local community

The manual is intended for:

- Full-time, part-time, and temporary on-site staff
- Department heads and supervisors
- New employees during onboarding and training

It covers day-to-day operational procedures for departments such as:

- Upper Management
- Front Office & Concierge
- Sales & Revenue Management
- Maintenance & Engineering
- Housekeeping
- Security



JOYCE
CGI IMAGE

Overview

Joyce is a premium short-term accommodation offering that combines the comfort of home with the convenience of hotel-style services.

Located at 17 Chorlton Street in the heart of Manchester’s Piccadilly Gardens district, Joyce is a newly redeveloped property featuring 261 serviced suites, ranging from Junior to three-bedroom suites. This prime city-centre location offers excellent transport links and accessibility, making it ideal for both business and leisure guests.

<i>Suite Type</i>	<i>No. of Units</i>
Junior Suite	229
One Bed Suite	14
Two Bed Suite	4
Three Bed Suite	2
Accessible Suite	12

Each suite is designed to offer exceptional comfort, featuring cutting-edge technology and premium amenities that provide a comfortable and luxurious experience for every guest.

Suite Features

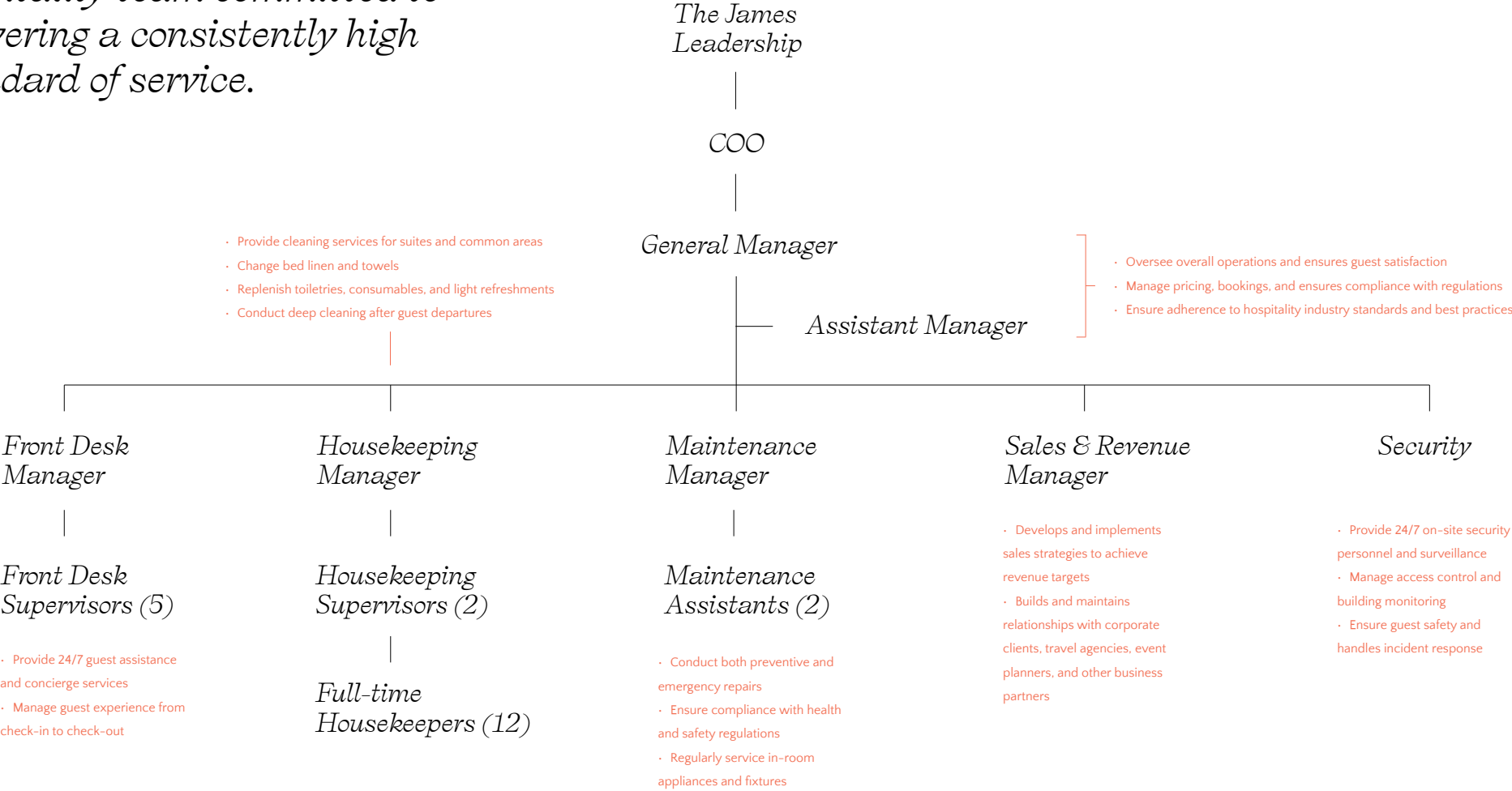
- 50” Smart TV with Chromecast
- Desk space
- High speed internet
- Double Bed in each bedroom
- Seating
- Kitchenette
- Dining table and chairs
- Nespresso machine, kettle, and toaster
- Cutlery and Crockery
- Pots and Pans
- En-suite bathroom
- Integrated wardrobe with sensor lighting

Amenities

<i>Amenity</i>	<i>Description</i>	<i>Opening Hours</i>
Front Desk & Concierge	A hotel-like reception to manage guest check-in/check-out and respond to their requests.	Guest use (24/7)
Social Lounge	A generous space designed to foster social interaction between guests.	Guest use (24/7)
Outdoor Terrace	A retreat for guests to unwind and enjoy the fresh air at different hours of the day.	Guest use (7am to 10pm)
Business Lounge	A convenient place for guests to work. Equipped with high-speed broadband connection, charging points, and adjustable desks.	Guest use (24/7)
Private Meeting Room	A sound proofed room, for guests to host small business meetings for up to 6 people.	Guest use (24/7)
Podcast Room	A bookable room for guests to record content with high quality audio and visual equipment provided.	Guest use (7am to 10pm)
Gym / Yoga	A fully equipped gym for guests to use to improve their physical and mental health.	Guest use (6am to 11pm)
Dining Room	A bookable fully equipped kitchen/dining room for guests to hire for private meals, gatherings or events.	Guest use (7am to 11pm)
Courtyard	A welcoming public space designed to offer a green retreat for both guests and the wider community to relax, meet and socialise	Guest and General Public (7am to 11pm)
Cycle Store	Safe and convenient storage for guests bicycles throughout their stay. There will also be bicycles available for guests to rent.	Guest use (24/7)

Team

Joyce is managed by a dedicated hospitality team committed to delivering a consistently high standard of service.



Systems

To support daily operations and enhance the guest experience, Joyce utilises a suite of cloud-based platforms across all departments. These systems ensure seamless communication, efficient service delivery, and accurate record-keeping across all operational processes.

Upper Management

- Property Management System (PMS)
- Channel Manager (CM)
- Global Distribution System (GDS)
- Task Management System
- Customer Relationship Management
- Joyce's website

Sales & Marketing

- Upper Management platforms, plus...
- Corporate Travel Agencies (CTAs)
- Other Agencies
- Direct Corporate Relationships

Front Desk & Concierge

- Upper Management platforms, plus...
- Online Travel Agencies (OTAs) systems

Security

- PMS & Task Management System
- CCTV & Access Control systems

Maintenance & Engineering

- PMS & Task Management systems

Housekeeping

- PMS & Task Management systems

Processes

The guest experience at Joyce is guided by a structured process from booking to post-stay follow-up. Below is an outline of the key stages:

1. Guest Sourcing

Guests are attracted through OTAs, corporate partnerships, and direct sales, supported by marketing campaigns and rate management.

- Online reservation via multi channels
- Automated email confirmation
- Payment processing or pre-authorisation
- Guest details captured

- Listing on OTAs
- Corporate partnerships
- Digital, print, and social campaigns
- CRM/Email Marketing
- Rate management via PMS/CM/GDS

2. Booking & Confirmation

Guests book via the website, OTAs, or direct channels. Confirmation emails and payment processing follow.

3. Pre-Arrival

A pre-arrival email with check-in instructions is sent. Guest preferences and special requests are coordinated.

- Pre-arrival email with booking details
- ID verification and security deposit
- Allocation of suite
- Coordination of special requests

- Welcome and ID verification
- Fob handover or digital access setup
- Introduction to suites and amenities
- Guest registration in PMS
- Welcome pack provided

4. Check-In & Onboarding

Guests are welcomed, their ID verified, and they are introduced to their suite and amenities.

5. Check-In & Onboarding

Ongoing support is provided via housekeeping, maintenance, and concierge services.

- Housekeeping coordination
- Front desk or guest services support
- Maintenance requests and resolution
- Concierge services
- Ongoing guest communication
- Service feedback requests
- Additional services

- Final bill/invoice issued
- Fob return or digital lock deactivation
- Unit inspection and deposit refund
- Farewell communication
- Transport coordination if needed
- Rate management and channel update
- Thank-you message/email
- Review request (e.g. Google, OTA)
- Loyalty scheme invite
- Guest profile updated in CRM

6. Check-Out & Post-Stay

Final invoices are issued, and the unit is inspected for damages. A thank-you message is sent, and guest feedback is encouraged.

— Key Processes

Services

With ultimate guest satisfaction at the core, our dedicated team strives to make every stay seamless, comfortable, and enjoyable.

From the moment of arrival, guests are welcomed with warm hospitality and attentive service, complemented by a 24/7 concierge team, ready to assist with everything from restaurant reservations and transportation arrangements to local recommendations.

Nature of Stays

Joyce offers exclusively short-term stays, with flexible booking options. Guests will choose from:

- Nightly – For business travellers and tourists
- Weekly – For corporate clients and extended holidays
- Extended – An alternative to hotels for temporary relocations

Accessibility

Joyce by The James is committed to offering an inclusive and welcoming experience to all guests, including those with disabilities. We offer accessible units featuring step-free showers, widened doorways, and user-friendly fixtures. There is step-free access throughout the property, including all entrances, lifts, and common areas.

Our staff are trained in disability awareness, and Personal Emergency Evacuation Plans (PEEPs) are available for guests who need them. Service animals are welcome, and accessibility needs can be specified during booking.

At Joyce by The James, we aim to ensure a safe, comfortable, and dignified stay for every guest.

All Services at a Glance

	<i>Nightly</i>	<i>Weekly</i>	<i>Extended</i>
Check-in/Check-out	24/7 Hotel-style front desk or self-check-in	24/7 Hotel-style front desk or self-check-in	24/7 Hotel-style front desk or self-check-in
Cleaning Products	N/A	Starter kit provided	Starter kit provided
Concierge Services	24/7 concierge or front desk support	24/7 concierge or front desk support	24/7 concierge or front desk support
Cooking	Fully equipped kitchenette	Fully equipped kitchenette	Fully equipped kitchenette
Discounts/Offers	Standard rates	Weekly discounted rates	Discounted rates for extended packages
Food & Beverage	Light refreshment in the suite on arrival and discounted prices at F&B units.	Light refreshment in the suite on arrival and discounted prices at F&B units.	Light refreshment in the suite on arrival and discounted prices at F&B units.
Guest App	Access to guest app to communicate with Front Desk team and use it for check-in	Access to guest app to communicate with Front Desk team and use it for check-in	Access to guest app to communicate with Front Desk team and use it for check-in
Gym	Complimentary access	Complimentary access	Complimentary access
Housekeeping	Every other day (optional daily at extra cost)	Twice weekly (optional daily at extra cost)	Weekly (optional daily at extra cost)
Laundry Facilities	On-site laundry room	On-site laundry room	On-site laundry room
Linen & Towel Change	Every other day (optional daily at extra cost)	Weekly	Weekly
Mail & Deliveries	Accepted and held at reception	Accepted and held at reception	Accepted and held at reception
Maintenance Support	24/7 support	24/7 support	24/7 support
Parking	Discounts at nearby car parks with valet services available upon prior request.	Discounts at nearby car parks with valet services available upon prior request.	Discounts at nearby car parks with valet services available upon prior request.
Waste Disposal	Waste removal from suite every other day	Waste removal from suites twice a week	Waste removal from suites once a week
Welcome Pack	Provided on arrival (light refreshments, toiletries, tea/coffee, milk, etc.) and replenished every other day	Provided on arrival (light refreshments, toiletries, tea/coffee, milk, etc.) and replenished every week	Provided on arrival (light refreshments, toiletries, tea/coffee, milk, etc.) and replenished every week
Wellness Offerings	Personal training and yoga sessions in the gym, in-suite massage services	Personal training and yoga sessions in the gym, in-suite massage services	Personal training and yoga sessions in the gym, in-suite massage services
Wi-Fi	Complimentary high-speed Wi-Fi	Complimentary high-speed Wi-Fi	Complimentary high-speed Wi-Fi

Fire Safety

Preliminary policy framework ensuring safety, compliance, and staff preparedness in emergency situations.

Fully Compliant Systems

The building will be fitted with fire alarms, extinguishers, and detection systems connected to a 24/7 monitoring centre.

Safe, Orderly Exit

Evacuation routes and procedures will be detailed post-assessment. All exits will be clearly marked and accessible at all times

Clear Safety Signage

Fire exit signs, alarms, and safety instructions will be clearly displayed throughout the premises in line with UK regulations.

Mandatory Staff Training

All employees will undergo fire safety and evacuation training, including regular drills to maintain awareness and preparedness.

Assembly Point

All staff and guests must gather at the designated fire assembly point: the car park opposite the building on Bloom Street.

Finanl Documentation

A full fire policy and evacuation strategy will be developed and implemented once the fire risk assessment is completed.

Embedded in the Community

Joyce is deeply committed to ensuring that its presence enhances the character, liveability, and vibrancy of the Village and surrounding areas.

Through proactive community engagement, responsible building management, and a strong emphasis on minimising local impact, Joyce aims to become a valued and integrated part of the neighbourhood.



Managing Neighbourhood Relations

Joyce recognises the importance of maintaining strong, open communications with the local community. To this end, a clear and accessible procedure for community concerns and complaints has been established:



Dedicated Community Contact Point

A dedicated email and phone number will be clearly displayed on Joyce's website and signage, managed by the General Manager to ensure all external complaints or feedback are acknowledged within 24 hours and addressed promptly.



Complaint Handling Procedure

All complaints will be logged in the property's management system, assigned to the relevant department, and tracked to resolution. Monthly reviews will identify patterns and inform preventive actions.

Reducing Neighbourhood Impact

Joyce's daily operations are designed to minimise any potential disruption to the surrounding environment:



Local Engagement Initiatives

Joyce will collaborate with local businesses, sourcing suppliers and recommending local amenities and services to guests (such as restaurants, shops, fitness providers, and cultural venues).



Community Events & Partnerships

Where appropriate, Joyce will seek to support and participate in Village events, fostering positive relations and mutual benefit.



Proactive Issue Management

Should tensions arise (e.g., noise complaints, public space usage), Joyce's management team will work proactively with local stakeholders to mediate and resolve any issues quickly and fairly.

Community Relations & Communication

Joyce values strong, open communication with the local community and has established a clear, accessible procedure to manage neighbourhood relations and address concerns or complaints effectively.



Litter & Street Cleanliness

Regular external litter picking around the building perimeter will be carried out by housekeeping staff daily.



Service Arrangements

Deliveries will be restricted to 8am–6pm to avoid peak traffic, with suppliers encouraged to use small vehicles to minimise disruption.



Maintenance Procedures

Window cleaning and other external works will occur quarterly via external contractors, using low-impact methods. Any major works will be communicated in advance to both guests and the local community.

Respecting the Community

Guest behaviour will be managed to prevent disruption to the wider community.



Noise Management & Amplified Sound

Joyce enforces strict noise policies; external complaints are addressed urgently. Guests breaching rules receive warnings, with repeat offences leading to removal from the property.

No amplified music or events will be permitted from any ground-floor units. Common areas such as the Social Lounge and Outdoor Terrace are governed by internal rules limiting noise and usage hours (Outdoor Terrace closes at 10pm).



Smoking Arrangements

Smoking is only permitted in designated areas away from entrances and suites, with signage and monitoring to prevent nuisance.



Access Control

All entry points and key areas, including lifts and floors, will be secured with Access Control, allowing only authorised guests for enhanced security and privacy.



CCTV

All communal areas will be monitored by an extensive CCTV System ensuring the safety and security of guests and staff.



Deliveries

All deliveries, including food services like Deliveroo, will be directed to the courtyard entrance to minimise street disruption. Guests will be encouraged to meet couriers promptly to avoid clustering.

Smart, Sustainable Waste Solutions

Joyce will implement a robust waste management strategy in accordance with Manchester City Council's environmental and public health guidelines. The following procedures will be in place to ensure effective handling, storage, and disposal of all waste types:

Waste Segregation

Waste will be separated into general waste, dry recyclables (paper, card, plastics, metals, glass), and food waste. Clearly labelled bins in all suites and communal areas will support proper sorting.

Staff Training

All housekeeping and maintenance staff will be trained in correct waste handling, segregation, and emergency procedures for dealing with spillages or contamination.

Waste volumes and management practices will be reviewed quarterly to identify opportunities for waste reduction and increased recycling, aligning with Manchester's sustainability targets.

Collection Agreements

Waste will be collected regularly via Manchester City Council or an approved licensed contractor, with frequency adjusted to occupancy levels and aligned with council schedules to prevent overfilling.

Storage Facilities

A secure, ventilated on-site waste store will accommodate all waste volumes and will be kept clean and tidy to prevent odours and pests.

Guest Communication

Clear waste disposal and recycling instructions will be included in guest welcome packs and displayed on signage in the bin store

Operational Considerations

If weekly Manchester City Council collections are insufficient, a licensed private contractor will provide supplementary collections to prevent overflow.

A detailed waste proforma (prepared by SHP) will be included in the DAS and may be appended to this document.

The commercial unit is covered by the same waste measures. Waste will be transferred to the main bin store via designated staff routes.

Servicing & Maintenance Summary

Deliveries

Restricted to 8am–6pm to minimise impact.

Waste Collection

Removal from suites; scheduled municipal collections for bulk refuse.

Window Cleaning

Quarterly, scheduled in advance.

Litter Picking

Twice daily around the perimeter of the building.



Monitoring & Review

Joyce is committed to continuous improvement through structured performance monitoring, regular reviews, and feedback-driven enhancements.

Annual Review

This Operational Management Plan is reviewed annually by The James' leadership and Joyce's general manager to ensure it reflects:

- Evolving guest needs
- System and process upgrades
- Compliance with Health & Safety
- Alignment with community Standards

Updated versions are distributed with clear communication and staff training.

Departmental Reporting

Each department tracks and reports key metrics, including:

- Guest satisfaction and reviews
- Maintenance response & resolution times
- Housekeeping quality audits
- Staff training progress
- Community engagement and incidents

Monthly reviews inform operational adjustments.

Feedback & Improvement

Guest feedback, staff input, and community comments are captured via surveys and the Task Management System, reviewed weekly, and used to guide service enhancements. Evolving guest needs.

Ongoing Training

All staff complete regular refresher training covering operations, guest service, safety protocols, and system updates. Participation is tracked to ensure full compliance.

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Joyce

17 Chorlton Street

Manchester, M1

Document Version

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