

mOTTO

by Hilton

OPERATIONAL MANAGEMENT STATEMENT

Introduction

This Operational Management Plan has been prepared by Ancoats Manchester Ltd in consultation with Hilton and the Design Team. The proposed hotel will be operated by Ancoats Manchester Ltd under the Hilton Motto franchise agreement.

This management plan outlines the key details regarding the running and management of the hotel. This document will be used to ensure the effective day to day running of the hotel.

Staffing / Security

The hotel will operate with a General Manager and management team on site 24 hours a day 7 days per week. The reception area of the hotel will always be manned.

Keyless/Mobile access control will provide entry to guest bedrooms and CCTV will be kept for a minimum period of 30 days in a secured on-site location. Between the hours of 23:00-06:00 access to the hotel via the main entrance will only be available to in-house guests using the keyless/mobile entry pad. All other visitors would need to ring the intercom and speak with our management on site to gain access to the premises.

Access internally between hotel floors is controlled by keyless/mobile entry pads on doors. This ensures appropriate access control and security for crime prevention.

All staff will be trained to a high standard in hotel operating procedures and customer service under the Hilton training program. Health and Safety training will be undertaken on a regular basis to ensure safety and security for staff and guests. Records will be kept of the same.

Transport

The site is situated on the corner of Great Ancoats Street and Laystall Street with further access to Lomax Street at the rear. It is close to facilities including shops, mainline train stations, and Metrolink stops. The Etihad Campus and proposed new Co-Op Arena can also be reached.

There are local car parks in the local area within 5 minutes' walk of the building where guests can park.

16 secure cycle parking spaces will be provided at the first basement floor of the hotel for guests and staff.

Layout

The main entrance for hotel guests will be located at the corner of Laystall Street and Great Ancoats Street.

Staff will access the building either at the main entrance or the rear entrance via Lomax Street. The southern elevation of the building will feature 3 no escape doors onto a narrow strip of land between the proposed building and the adjacent site, with egress onto Great Ancoats Street to the east and Lomax Street to the South. The adjacent site is undeveloped and vacant. The proposals will fully fence and gate access to the adjoining site for security.

The ground floor of the hotel will comprise of a reception area, luggage store, back office for staff and toilet facilities for guests. The office will be staffed consistently at ground floor with glazed walls overlooking access to lift, stairs, staff area and toilets. Additional back of house facilities will also be located at ground floor such delivery space, linen store and plant and refuse space.

The first floor level will include the bar/coffee area which is open to the public, kitchen and associated food and drink store.

The mezzanine level will consist of the gym overlooking Great Ancoats Street and two meeting rooms, both of which are for use by hotel guests only. The coffee/bar area located at this level will be made available to the public.

The second to nineteenth floor will comprise of guest bedrooms. Internal doors between flexible rooms are designed to Secure By Design criteria. Each room is separated by back to back doors at interconnecting locations so both must opened from either side of the respective rooms. Only hotel staff will be capable of unlocking the interconnecting room doors.

Operating Hours

Hotel reception will be open 365 days of the year

Gym 06:00-22:00 every day

Meeting rooms 07:00 - 21:00 every day

Bar / Cafe area 07:00 - 23:00 each day (*in-house guests would have access to food and drinks 24/7*)

Hotel Deliveries, Servicing & Management

Hotel staff will use the new Laystall Street loading bay to carry out hotel deliveries, maintenance items and waste management operations.

Deliveries

The main type of deliveries to the hotel will include;

- Linen Deliveries which will take place on a daily basis
- Consumables deliveries will take place twice a week
- Food and Beverage deliveries twice a week
- Refuse collection will be once or twice daily

Collections and deliveries would be spread out during the day to avoid busy traffic periods.

Servicing and Management

Linen and store rooms are positioned on each level of the building to efficiently service the customer rooms on daily housekeeping and maintenance duties.

Guest rooms and all public areas will be cleaned on a daily basis and monitored.

Planned Preventive Maintenance Schedule will be in place to ensure that all the Hilton and statutory requirements are met and kept up to date. They are as follows:

- Fire Safety: Bi Annually
- Lifts : Bi Annually
- Legionella and water tests: Annually
- Pest Control: Monthly
- Dry Riser Test: Bi Annually
- Air conditioning: Bi Annually
- Mechanical and Electrical: Annually

Reactive Maintenance will also be available at all times as the hotel is a 24/7 operating business and we must ensure high efficiency and operating standards for the comfort and safety of our guests.