



# FRONT DESK

## Service-Based Sales Program

### DELIVERABLES, COMMITMENTS

#### SOFTWARE 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)*

- ✓ Configurable user dashboards assigned to licensed users
- ✓ Front Desk and Management interaction through 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
- ✓ Transaction audit module with suspense clearance enabled
- ✓ Activated Goal Setting and tracking modules
- ✓ Coaching tracking modules activated and assigned to Program Champion and Management
- ✓ Dashboards and analytics activated and updated daily (or more frequently depending upon the PMS used at the property)
- ✓ Customer Leadership views activated and assigned to appropriate users

##### Digital Learning Platform Powered by IN-Gauge™

*(our comprehensive Learning Management System (LMS) comes with hundreds of skill-focused videos to train frontline staff for success)*

- ✓ Comprehensive Learning Paths for frontline teams to improve both service and sales
- ✓ Video library offering quick and digestible topics for frontline teams
- ✓ Simple tracking of completed learning across the property
- ✓ Self-paced learning
- ✓ Learning Paths supporting leadership and management
- ✓ Champion Certification - Tactical
  - o Intended for Champions to get to know the program and the foundation level knowledge of FPG methodology
- ✓ Champion Certification - Performance
  - o Intended for Champions to understand coaching and training principles and how to apply them in an advanced way
- ✓ Access to Champion educational community

##### IN-Gauge™ Technical Support

- ✓ Self-help resources and guides
- ✓ Ticket-based support for troubleshooting and configuration assistance

##### Virtual Support by dedicated Customer Success Team

- ✓ Performance-based digital support and guidance on the FPG Foundation Framework and global best practices
- ✓ 1:1 consultation available by appointment for leadership and Program Champions



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#### PROFESSIONAL SERVICES - OPTIONAL

Onsite or remote professional services may be available for additional purchase. Services can include any combination of the following:

- ✓ Consulting
- ✓ Classroom Training
- ✓ Coaching
- ✓ Professional Services Logistics Fee can be viewed [HERE](#).  
*Duration of a visit will vary depending on the potential performance impact. Please connect with the Customer Success Team for further information.*

#### SETUP & ACTIVATION

The Setup fee provides the following implementation activities:

- ✓ IN-Gauge™ Setup & Configuration with property PMS
- ✓ Testing & Implementation of the IN-Gauge™ Software
- ✓ General Manager Foundation
  - o Dedicated session(s) to educate property leadership on the FPG program
- ✓ Incentive program & product support
- ✓ Laying the Foundation
  - o Dedicated session(s) to introduce the FPG Foundation Framework highlighting areas of importance to property leadership and Program Champions
- ✓ Champion Power Up
  - o Dedicated session(s) to educate and support Program Champion on activation and on-going actions
- ✓ Frontline Power Up
  - o Live dedicated session(s) to introduce frontline teams to IN-Gauge and learn to maximize their revenue potential

#### CUSTOMER COMMITMENT

- ✓ Leaders will make considerable effort to comply with the FPG Foundation Framework, which can be found [HERE](#).
- ✓ Leaders will encourage the Champion(s) to support the program and implement the FPG Foundation Framework, including the use of IN-Gauge™