



**PACKAGES, DELIVERABLES &  
CUSTOMER COMMITMENTS**

**服务、交付成果和客户承诺**

January 2024

2024年1月



# Packages, Deliverables & Customer Commitments

## 服务、交付成果和客户承诺

This document outlines available commercial models, the deliverables associated with each component and in the case of Package 1+, 2 & 2+, which include revenue sharing, the applicable Customer commitment.

该文档概述了可用的商业模式，每个组件相关的交付成果以及对于包含收入分成的Package 1+、2和2+，适用的客户承诺。

Packages 服务	Package 1	Package 1+	Package 2	Package 2+
Launch Onsite One Time	✓	✓	✓	Absorbed
Launch Virtual One Time	✓	✓	✓	Absorbed
Setup/ Activation One Time	✓	✓	✓	Absorbed
Qualification	None	None	History and/or Potential USD\$100k Upsell Revenue	History and/or Potent USD\$100k Upsell Revenue
Subscription	per room per month	per room per month	per room per month	per room per month
Commission	N/A	2.5% total incremental revenue	5.0% total incremental revenue	7.5% total incremental revenue
Virtual Consulting Commitment	2 Interactions 1:1 with leadership	Unlimited Interactions 1:1 with leadership	2 Interactions month 1:1 with leadership	Unlimited Interaction 1:1 with leadership
Onsite Commitment	None	None	4 Visits Year (max) Visit Duration Varies	4 Visits Year (max) Visit Duration Varies
Logistics	N/A	N/A	*Absorbed for '22	*Absorbed for '22

  

Pricing per Domiciled Currency 按属地货币的定 价	Subscription per room	Setup one time	Launch ONSITE one time	Launch VIRTUAL one time	Onsite per day	Remote per session
USD	3.00	1,500	3,000	1,500	1,750	800
GBP	2.50	1,240	2,480	1,240	1,445	660
EUR	2.95	1,470	2,940	1,470	1,715	785
JPY	370.00	183,000	366,000	183,000	214,000	98,000
CAD	4.10	2,050	4,100	2,050	2,400	1,100
INR	245.00	122,000	244,000	122,000	142,000	65,000

Where domiciled currency is not shown, default currency will be USD  
如未显示属地货币，则默认货币为美元

  

Pricing Validity 定价有效期 Packages; A La Carte Services; 服务; 单点服 务;	1 January 2022 to 31 December 2024 有效期为2022年1月1日至2024年12月31日。
---	--



# Packages, Deliverables & Customer Commitments

## 服务、交付成果和客户承诺

<p>Subscription 订阅</p>	<p>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</p> <p>为客户积极雇佣的前台员工和管理层以及财务、人力资源和总务等支持部门提供无限的 IN-Gauge™ 用户许可证。</p> <ul style="list-style-type: none"> <li>• Front Desk Modules activated 前台模块已激活</li> <li>• Configurable user dashboards assigned to licensed users 分配给许可用户的可配置用户仪表板</li> <li>• Agent and Performance Champion e-learning library including assessment and transcript reporting 代理和绩效冠军的电子学习库，包括评估和成绩单报告</li> <li>• Access to FPG eLearning property performance group learning toolkit (F&amp;B, Tele-sales, Meeting &amp; Events, and Service Recovery) - modules available for viewing by applicable teams. 访问 FPG 电子学习酒店绩效群组学习工具包（餐饮、电话销售、会议与活动以及服务恢复），适用团队可查看模块。</li> <li>• Front Desk and Management chat, social channels and messaging assigned to licensed users 分配给许可用户的前台和管理聊天、社交渠道和消息</li> <li>• Incentive plan modules assigned to licensed users and reporting activated for management and finance/payroll dept as assigned by CUSTOMER 分配给许可用户的激励计划模块，并根据客户的分配为管理和财务/工资部门激活报告</li> <li>• Goal Setting and tracking modules activated 目标设定和跟踪模块已激活</li> <li>• CUSTOMER Leadership views activated and assigned to appropriate users 客户领导力视图已激活并分配给适当用户</li> <li>• Coaching tracking modules activated and assigned to performance Champion and Management 辅导跟踪模块已激活并分配给绩效冠军和管理层</li> <li>• Dashboards and analytics activated and updated daily (or more frequently depending upon the PMS used at the property.) 仪表板和分析已激活，并每天更新（或根据酒店使用的酒店管理系统决定更新频率）。</li> <li>• Transaction audit module with suspense clearance enabled 交易审计模块已启用暂挂清除功能</li> </ul> <p>Virtual Consulting by dedicated Customer Success Consultants 由专属客户成功顾问提供的虚拟咨询</p> <ul style="list-style-type: none"> <li>• 1:1 leadership and CUSTOMER appointment Champion(s) engagement 1:1 领导和客户任命冠军的参与</li> <li>• Interaction quantity defined by Package selection 互动次数由服务选择确定</li> </ul>
----------------------------	--



	<ul style="list-style-type: none"> <li>• Performance-based digital support guidance on engagement, potential and approach by dedicated Customer Success Consultants 由专属客户成功顾问提供基于绩效的数字支持指导，涉及参与、潜力和方法</li> <li>• Guidance on level 1-2 of Champion certification 冠军认证1-2级别的指导</li> </ul> <p>Champion Certification Level 1&amp;2 for up to two Champions per property 每个物业最多两位冠军的冠军认证1和2级别</p> <ul style="list-style-type: none"> <li>• Level 1 - Tactical Champion 一级 - 战术冠军 <ul style="list-style-type: none"> <li>○ 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. 是为了让客户冠军了解该计划和 FPG 方法论的基础知识。介绍和理解最佳实践背后的所有功能和原则。</li> </ul> </li> <li>• Level 2 - Performance Champion 二级 - 绩效冠军 <ul style="list-style-type: none"> <li>○ 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. 包括辅导、培训和咨询，以了解原则以及如何以高级方式应用它们，如创建激励计划和优化房间预订程序。</li> </ul> </li> <li>• Access to Champion educational community 可访问冠军教育社区</li> <li>• Self-paced training programs to be completed in IN-Gauge™. 在 IN-Gauge™ 中完成自定进度的培训计划。</li> </ul> <p>IN-Gauge™ technical support. IN-Gauge™ 技术支持</p> <ul style="list-style-type: none"> <li>• Self-help resources and guides 自助资源和指南</li> <li>• Ticket based support for troubleshooting and configuration assistance 故障排除和配置帮助由票证支持</li> </ul>
<p>Onsite Commitment - Professional services 现场承诺 - 专业服务</p>	<p>Onsite or Remote depending on available logistics Services can include any combination of the following: 根据可用后勤支持，可以进行现场或远程服务</p> <p>服务可以包括以下任意组合：</p> <ul style="list-style-type: none"> <li>• Consulting 咨询</li> <li>• Classroom training 课堂培训</li> <li>• Coaching 辅导</li> </ul> <p>Duration of a visit will be vary depending on the potential performance impact 访问时长将根据潜在的绩效影响而有所不同。</p>



# Packages, Deliverables & Customer Commitments

## 服务、交付成果和客户承诺

<p>Launch 启动</p>	<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> <p>推动绩效的关键成功因素是创造正确的企业文化，获得领导层的支持，并执行结构良好的方法论。最好现场交付，并包括以下会议：</p> <ul style="list-style-type: none"> <li>• Philosophy &amp; Commitment Workshop for Senior Management and Champions 高级管理层和冠军的理念与承诺研讨会</li> <li>• Maximizing your Impact for Front Desk Team Training 最大限度发挥前台团队影响力培训</li> <li>• Coaching Through Leadership 通过领导力进行辅导</li> <li>• Champion Workshop 冠军研讨会</li> <li>• Initial property Goalsetting for the partnership 合作初步设定目标</li> <li>• Additional Pre-Workshop Champion support, setting the scene for the Level 1 Champion Certification 额外的预研讨会冠军支持，为一级冠军认证做好铺垫</li> </ul> <p>Duration depends on team size, however is typically 3 days. 时长取决于团队规模，但通常为3天。</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. 请注意，如果酒店位于 FPG 范围之外，例如非洲、澳大利亚等地，将收取 2,000美元的物流费用。</p>
<p>Setup 设置</p>	<p>The Setup fee provides the following implementation activities:</p> <p>设置费用提供以下实施活动：</p> <ul style="list-style-type: none"> <li>• IN-Gauge™ Setup &amp; Configuration with property PMS 酒店物业管理系统进行 IN-Gauge™ 设置和配置</li> <li>• Incentive program &amp; room category consulting 激励计划和客房类别咨询</li> <li>• Testing &amp; Implementation of the IN-Gauge™ Software IN-Gauge™ 软件的测试和实施</li> </ul>
<p>Customer Commitment – Package 2 &amp; 2+ 客户承诺 – 服务 2 和 2+</p>	<p>Outside of meeting the performance qualification criteria needed to be eligible for this package. The General Manager &amp; Property Leadership Team, known collective as the Leaders, commit to the following:</p> <p>除了满足符合此服务资格所需的绩效条件之外，总经理和物业领导团队（统称为“领导者”）还承诺以下事项：</p> <ul style="list-style-type: none"> <li>• Leader will make reasonable efforts to comply with the Customer Best practices – see <a href="#">link</a> 领导者将尽力遵守客户最佳实践，请参阅<a href="#">链接</a></li> <li>• The FPG program will be delivered through the Customer Certified Champion(s) by developing those Champion(s). Leaders to define their expectations that a minimum of Level 1 &amp; 2 certification is completed by Champion(s)</li> </ul>



# Packages, Deliverables & Customer Commitments

## 服务、交付成果和客户承诺

	<p>FPG 项目将通过客户认证冠军来交付，通过培养这些冠军。领导者将明确期望冠军完成至少一级和二级认证</p> <ul style="list-style-type: none"><li>Leaders will encourage the Champion(s) to support the program and implement FPG best practices including the use of IN-Gauge™</li></ul> <p>领导者将鼓励冠军支持该项目，并实施 FPG 的最佳实践，包括使用 IN-Gauge™</p>
Logistics 物流	See associated fees at the following <a href="#">link</a> 请参阅以下 <a href="#">链接</a> 以了解相关费用
Best Practices 最佳实践	Recommended practices to optimize the performance potential. See following <a href="#">link</a> 推荐的最佳实践，以优化绩效潜力。请参阅以下 <a href="#">链接</a> 。