



**PACKAGES, DELIVERABLES &  
CUSTOMER COMMITMENTS**

January 2024



# Packages, Deliverables & Customer Commitments

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.

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

  

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

Where domiciled currency is not shown, default currency will be USD

  

Pricing Validity	1 January 2022 to 31 December 2024
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 <ul style="list-style-type: none"> <li>• Front Desk Modules activated</li> <li>• Configurable user dashboards assigned to licensed users</li> <li>• Agent and Performance Champion e-learning library including assessment and transcript reporting</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.</li> <li>• Front Desk and Management chat, social channels and messaging assigned to licensed users</li> <li>• Incentive plan modules assigned to licensed users and reporting activated for management and finance/payroll dept as assigned by CUSTOMER</li> </ul>



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	<ul style="list-style-type: none"> <li>• Goal Setting and tracking modules activated</li> <li>• CUSTOMER Leadership views activated and assigned to appropriate users</li> <li>• Coaching tracking modules activated and assigned to performance Champion and Management</li> <li>• Dashboards and analytics activated and updated daily (or more frequently depending upon the PMS used at the property.)</li> <li>• Transaction audit module with suspense clearance enabled</li> </ul> <p>Virtual Consulting by dedicated Customer Success Consultants</p> <ul style="list-style-type: none"> <li>• 1:1 leadership and CUSTOMER appointment Champion(s) engagement</li> <li>• Interaction quantity defined by Package selection</li> </ul> <ul style="list-style-type: none"> <li>• Performance-based digital support guidance on engagement, potential and approach by dedicated Customer Success Consultants</li> <li>• Guidance on level 1-2 of Champion certification</li> </ul> <p>Champion Certification Level 1&amp;2 <i>for up to two Champions per property</i></p> <ul style="list-style-type: none"> <li>• Level 1 - Tactical Champion             <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.</li> </ul> </li> <li>• Level 2 - Performance Champion             <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.</li> </ul> </li> <li>• Access to Champion educational community</li> <li>• Self-paced training programs to be completed in IN-Gauge™.</li> </ul> <p>IN-Gauge™ technical support.</p> <ul style="list-style-type: none"> <li>• Self-help resources and guides</li> <li>• Ticket based support for troubleshooting and configuration assistance</li> </ul>
<p>Onsite Commitment - Professional services</p>	<p>Onsite or Remote depending on available logistics            Services can include any combination of the following:</p> <ul style="list-style-type: none"> <li>• Consulting</li> <li>• Classroom training</li> <li>• Coaching</li> </ul> <p>Duration of a visit will be vary depending on the potential performance impact</p>



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Launch	<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> <ul style="list-style-type: none"><li>• Philosophy &amp; Commitment Workshop for Senior Management and Champions</li><li>• Maximizing your Impact for Front Desk Team Training</li><li>• Coaching Through Leadership</li><li>• Champion Workshop</li><li>• Initial property Goalsetting for the partnership</li><li>• Additional Pre-Workshop Champion support, setting the scene for the Level 1 Champion Certification</li></ul> <p>Duration depends on team size, however is typically 3 days.</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.</p>
Setup	<p>The Setup fee provides the following implementation activities:</p> <ul style="list-style-type: none"><li>• IN-Gauge™ Setup &amp; Configuration with property PMS</li><li>• Incentive program &amp; room category consulting</li><li>• Testing &amp; Implementation of the IN-Gauge™ Software</li></ul>
Customer Commitment – Package 2 & 2+	<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> <ul style="list-style-type: none"><li>• Leader will make reasonable efforts to comply with the Customer Best practices – see link</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><li>• Leaders will encourage the Champion(s) to support the program and implement FPG best practices including the use of IN-Gauge™</li></ul>
Logistics	<p>See associated fees at the following <a href="#">link</a></p>
FPG Foundation Framework	<p>Recommended practices to optimize the performance potential. See following <a href="#">link</a></p>