

A large, stylized green chevron graphic pointing to the right, composed of two parallel lines that converge at the tip. The text "High performance. Delivered." is centered within the chevron.

High performance. Delivered.

# Standardized Processes, Individual Attention

Video/Podcast Transcript

**Financial Accountant,  
Ricardo Fajaido**

Having a standard for these properties is great. What makes the difference is the individual support that you get to those specific properties – you have a specific

person assigned to your hotel that will know, learn and understand your processes and improve on those. So not only do you get the standard service but you also have one person dedicated to your hotel.