

Business Consulting Services

Packages + General Terms & Conditions
Effective July 2023 (V2.4)



First Class
HR SOLUTIONS

Hospitality Consulting Services

Unlock the full potential of your hospitality business with our comprehensive consulting packages. Our team of experienced consultants is dedicated to helping you enhance operational efficiency, elevate guest experiences, and maximise profitability. Whether you own a hotel, restaurant, or any other hospitality establishment, our tailored solutions are designed to meet your specific needs. Explore our packages below and embark on a journey to success.

Our Consultants

At First Class HR Solutions, we have a team of dedicated Hospitality Consultants located across Australia. Whilst each of our consultants comes from a different background, all are experienced in the field of Hospitality. Many of our consultants are Executive Chef's, Restaurant Owner's and Award Winning Managers.

Our Hospitality Packages

Operational Excellence Package

Achieve seamless operations and optimise resource utilisation with our Operational Excellence Package. Our consultants will assess your current processes and implement strategies to streamline operations, reduce costs, and increase productivity.

Package Inclusions:

- Process analysis & improvement
- Inventory management optimisation
- Staff training & development
- Standard operating procedures (SOP) enhancement
- Quality control implementation

Guest Experience Enhancement Package

Deliver unforgettable experiences that keep guests coming back for more. Our Guest Experience Enhancement Package focuses on creating a customer-centric culture and improving guest satisfaction. Our consultants will work closely with your team to elevate service standards, enhance amenities, and implement personalised guest engagement strategies.

Package Inclusions:

- Service quality assessments
- Guest journey mapping & improvement
- Staff customer service training
- Innovative amenity recommendations
- Loyalty program development

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Revenue Optimisation Package

Maximise your revenue potential and drive profitability with our Revenue Optimisation Package. Our consultants will analyse your revenue streams, pricing strategies, and distribution channels to identify untapped opportunities. We will develop data-driven solutions to optimise your revenue management, sales, and marketing efforts.

Package Inclusions:

- Revenue analysis & forecasting
- Pricing strategy optimisation
- Distribution channel assessment
- Sales & marketing campaign development
- Online reputation management

Sustainability & Eco-friendly Practices Package

Embrace sustainability and enhance your brand's environmental responsibility. Our Sustainability and Eco-friendly Practices Package will guide you in implementing green initiatives that not only benefit the environment but also attract eco-conscious guests. We will assist you in developing sustainability policies, reducing energy consumption, and adopting eco-friendly practices.

Package Inclusions:

- Sustainability assessment
- Energy & waste management strategies
- Eco-Certification guidance
- Staff training on sustainability practices
- Promotion of eco-friendly initiatives

Pre-Opening & Concept Development Package

If you're planning to launch a new hospitality establishment, our Pre-Opening & Concept Development Package is perfect for you. Our consultants will provide invaluable guidance throughout the pre-opening phase, ensuring that your concept is well-defined, marketable, and positioned for success.

This package includes:

- Market analysis & feasibility study
- Concept development & branding
- Facility design & layout recommendations
- Staff recruitment & training support
- Pre-opening marketing & PR strategies

Customised Solutions

We understand that every hospitality business is unique. If you have specific requirements that are not covered by our predefined packages, we offer customised solutions tailored to your individual needs. Our consultants will collaborate with you to identify challenges, develop strategies, and deliver targeted results.

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General Consulting Packages

Our General Consulting Services are suitable for all business sectors, including retail, professional service firms and small business start-ups. Our comprehensive consulting services are designed to drive growth, optimise operations, and maximise profitability for your business. With our team of experienced consultants and industry experts, we provide tailored solutions to help you navigate the ever-changing landscape of the business world. Explore our diverse packages below and choose the one that suits your unique needs.

Our Consultants

At First Class HR Solutions, we partner your business up with a consultant who specialises in your business field. With consultants across Australia, we offer both in person and virtual consulting services.

Strategy Development Package

Develop a winning business strategy that aligns with your long-term goals, captures market opportunities, and positions your business for success. Our experts will analyze your current position, conduct market research, and create a customised strategy to guide your business towards growth and profitability.

Package Inclusions:

- SWOT analysis
- Competitive landscape assessment
- Market research & trend analysis
- Business model evaluation
- Strategic goal setting
- Action plan development

Operations Optimisation Package

Streamline your operations and enhance efficiency to achieve cost savings and improve customer satisfaction. Our consultants will conduct a thorough evaluation of your processes, identify bottlenecks, and recommend strategies to optimise your supply chain, inventory management, logistics, and overall operations.

Package includes:

- Process mapping & analysis
- Supply chain optimization
- Inventory management assessment
- Lean manufacturing & Six Sigma techniques
- Operational efficiency recommendations
- Key performance indicators (KPIs) development

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Customer Experience Enhancement Package

Deliver exceptional customer experiences that foster loyalty, drive sales, and differentiate your brand. Our consultants will help you understand your customers' needs, preferences, and expectations, and develop strategies to improve engagement, satisfaction, and loyalty.

Package Inclusions:

- Customer journey mapping
- Voice of the customer analysis
- Customer segmentation & targeting
- Personalisation strategies
- Omni-channel experience optimisation
- Loyalty program development

Financial Analysis & Planning Package

Optimise your financial performance and ensure sustainable growth with our comprehensive financial analysis and planning package. Our experts will evaluate your financial statements, assess profitability, identify cost-saving opportunities, and create a robust financial plan to guide your business decisions.

Package Inclusions:

- Financial statement analysis by a qualified accountant
- Cost & revenue analysis
- Budgeting & forecasting
- Cash flow management
- Pricing strategy evaluation
- Financial performance dashboard development

Technology Integration Package

Leverage the power of technology to transform your business operations and drive innovation. Our consultants will evaluate your current technology infrastructure, identify gaps and opportunities, and recommend strategies for effective technology integration, including software implementation, automation, and digital transformation.

Package Inclusions:

- Technology infrastructure assessment
- Software & system evaluation
- Digital transformation roadmap
- Data analytics and business intelligence
- IT strategy development
- Change management support

Customised Solutions

We understand that every business is unique. If you have specific requirements that are not covered by our predefined packages, we offer customised solutions tailored to your individual needs. Our consultants will collaborate with you to identify challenges, develop strategies, and deliver targeted results.

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Costs

At First Class HR Solutions, we believe that all businesses should be able to access high quality solutions and services. Contact us today for a no-obligation tailored quote and let's discuss how we can support your business.

We have a range of fee structures including;

- Fixed Fee All Inclusive
- Hourly Rate
- Profit Share - Fixed Period

About First Class HR Solutions

First Class HR Solutions is a specialist in providing Business Consulting Services to the retail and hospitality industries. What sets us apart is that we have access to the best consultants in Australia and team up your business with the best consultant. Looking for menu design consulting? Then we will team you up with an award winning executive chef as your consultant.

All consultants that we use at First Class HR Solutions, are experts in their field and have worked at and/or owned award winning businesses.

With over 10+ years working with retail and hospitality businesses, dig deep to determine how your business can grow. We don't just use previous cases, we investigate your unique situation. Our team of expert consultants is here to help businesses in the hospitality and retail industries achieve their goals and reach their full potential. We provide customised solutions that are tailored to each client's specific needs and objectives.

Contact

Please either speak with your Business Development Manager or to contact Andrew Gatley (Founder + Director) directly;

Email: andrew@firstclasshrsolutions.com.au

Phone: 0421 082 097

Address: Ground Floor, 470 St Kilda Rd, Melbourne, Victoria, 3004

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Standard Terms & Conditions

Please read the following terms and conditions carefully before engaging our business consulting services. By entering into an agreement with us, you acknowledge and accept the following terms:

Scope of Services:

- Our business consulting services are provided based on the agreed-upon scope of work outlined in the proposal or contract.
- We will make reasonable efforts to achieve the objectives and deliverables outlined in the scope of work. However, we do not guarantee specific outcomes or results.

Confidentiality:

- We understand the importance of confidentiality and will treat all information shared by you as strictly confidential and be covered by the First Class HR Solutions privacy policy
- We will not disclose any confidential information to third parties without your explicit consent, unless required by law.
- You agree to provide us with access to the necessary information and data required to perform the consulting services.

Professionalism and Expertise:

- We will exercise reasonable skill, care, and diligence in providing our consulting services.
- Our consultants are experienced professionals with expertise in their respective fields. However, we do not guarantee the accuracy or completeness of any advice, recommendations, or strategies provided. All recommendations should be carefully reviewed

Client Responsibilities:

- You agree to provide accurate and complete information regarding your business, objectives, and any other relevant details.
- You are responsible for implementing any recommendations or strategies provided by us.
- Timely communication, feedback, and collaboration are essential for the success of the consulting engagement.

Fees and Payment:

- Our fees for the consulting services will be outlined in the proposal or contract.
- Unless otherwise specified, fees are payable upon receipt of invoice.
- Any additional expenses incurred during the consulting engagement will be billed separately.
- Late payments may be subject to interest charges or suspension of services.

Intellectual Property:

- Any intellectual property rights associated with the deliverables, reports, or materials provided as part of the consulting services will remain our property unless otherwise agreed upon in writing.
- You are granted a non-exclusive, non-transferable licence to use the deliverables solely for your internal business purposes.

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Limitation of Liability:

- We will not be liable for any indirect, incidental, consequential, or punitive damages arising from the consulting services or the use of any recommendations or strategies provided.
- Our liability for any claim, whether in contract, tort, or otherwise, will be limited to the total amount of fees paid by you for the specific consulting services related to the claim.

Termination:

- Either party may terminate the consulting engagement by providing written notice to the other party.
- Termination will not relieve either party of their obligations and liabilities accrued prior to the termination date.

Governing Law and Jurisdiction:

- These terms and conditions shall be governed by and interpreted in accordance with the laws of the jurisdiction in which we are based. This is currently in the State of Victoria, Australia.
- Any disputes arising from the consulting engagement shall be subject to the exclusive jurisdiction of the courts in that jurisdiction.

Amendments:

- These terms and conditions may be amended or modified only in writing and with the mutual agreement of both parties.

By engaging our business consulting services, you acknowledge that you have read, understood, and agree to abide by these terms and conditions and those outlined in your formal contract agreement.

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