

GIVE EACH OF YOUR GUESTS THE VERY BEST  
OF YOUR HOTEL & RESTAURANT



CS HOSPITALITY

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Hotel Management, Consulting & Development  
[www.cs-hospitality.gr](http://www.cs-hospitality.gr)

International Approved Operators





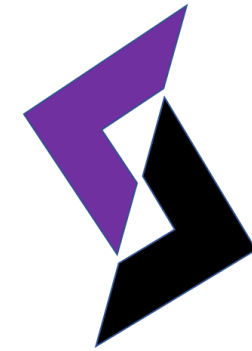
## Creating Great Hotels Guests Love

### Working in partnership, every step of the way

Working collaboratively with our development partners and owners is fundamental to our success. At every stage of the hotel life-cycle, CS offers support and systems to ensure the project progresses smoothly; from initial development through to on-going operations. Working together, we develop and operate Great Hotels guests love to drive guest satisfaction and brand preference. This maximizes owner return on investment and drives our hotels into market leading positions.



**RIGHT PARTNERS.**  
**RIGHT PLACES.**  
**RIGHT PROPERTIES.**  
**RIGHT NOW**



CS HOSPITALITY

CS Hospitality is a long-experienced hotel management and consulting company operating properties throughout Greece & Cyprus. With a refreshing style of hotel operations, the company's scope is to establish and rebuild hotel profitability, solve hotel management system inefficiencies, re-engineer hotel staff policies and guest programs, and manage new developments from start to the first guest registration and beyond. For more information about the company visit, [www.cs-hospitality.gr](http://www.cs-hospitality.gr).

# HOTEL MANAGEMENT

## Hotel Operators

The operational excellence of our hotels comes down to talented people and the right tools. Our people bring our hotels to life CS tools support them in creating Great Hotels Guests Love.

## Great people running your hotel

Every employee, from General Managers (GM) to the Housekeepers, is carefully selected to consistently deliver experiences that align with our brand. Our award-winning CS People ensure we retain these great team members by developing, involving and recognizing each and every one of them.

## A solid support structure

The GM is the lynch pin of every one of our hotels. They are supported by performance analytics and best practice hotel operations initiatives that are driven by our corporate functional specialists. They are also supported through a network of highly experienced and knowledgeable Regional Operations Managers, to continuously improve the performance of their hotels.

## Hotel Openings Team

There are of course many things that can go wrong when opening a new hotel. But pitfalls can be avoided, thanks to CS's Hotel Openings Team, which has opened more than 140 hotels worldwide. From pre-opening to monitoring faster ramp-up to stable performance, the team guides you every step of the way, ensuring that you open your hotel on time, on brand and on budget.

## Managing the Opening Process

CS's Hotel Opening Manager (HOM) tool is used by our corporate and on-property hotel teams to track and communicate the progress of more than 2,000 tasks required to successfully open your hotel.

## Hiring the Right Team

We select candidates with passion and ambition, and we support them with training and proper motivation. We provide on-going training for all employees, old and new.





# HOTEL SALES & MARKETING

## S&M - the base of your success

Our successful management combines scientific knowledge, talent heightened by professional “market awareness” that results in maximum profit from all sources and distribution channels.

We aim to increase the occupancy rates and the extension of the holding period, where there is seasonality, applying proven successful strategies including:

- Targeted sales plan
- Organization and development of sales team
- Professional Sales Service (B2B)
- Advanced Account Management
- Corporate Reputation Management
- Tour Operator Contracting

1<sup>st</sup> Place ‘Best Holiday Resort’ Cyprus  
Crystal Springs, Protaras - Cyprus



## ELECTRONIC SALES – more revenues

E-commerce is the commercial revolution of the 21<sup>st</sup> century and we make sure that we are always at the forefront in terms of technical aspect as well as marketing. Our sales team works with leading professionals in the field of electronic commerce field, to ensure proper distribution of room reservations through electronic channels.

## REVENUE MANAGEMENT

We promptly recognize trends and opportunities in the market. We continuously measure hotel rates in order to remain competitive. And because it is essential to maintain a competitive advantage for a long time, we continually seek new advantages through the development of reputation, service and quality, in order the revenue per available room (RevPAR) to be placed on the highest possible level.

1<sup>st</sup> Place Design’ The Bold Type Hotel  
Member of Design Hotels



# HOTEL CONSULTANTS

## Restaurants & Bars – F&B Consultants

Restaurants & Bars are an intrinsic part of the guest experience and a key revenue driver, especially in Greece & Cyprus, with the scene of a rich food and dining culture.

## Design & Procurement

CS Design & Engineering are your local design and construction professionals with global experience through all stages of hotel and resort development and asset lifecycle. We partner with you to optimize your investment via our bespoke services inspiring and informing the delivery of best in class hotel design, relevant to the local market and our guests. Our experience reduces your risk throughout your hotel's lifecycle.

## Spa Management

The experience of the Spa is one of the strongest memories of the guest, and adds value to the overall image of the Hotel

The transformation and decoration of the area - The selection of materials and consumables - The selection and training of the staff.



*Creators of award winning KONA KAI - Athens Ledra Marriott*

## Preopening Support

CS provides all the training your staff need to deliver a great guest experience, whatever their role. Having opened over 140 hotels globally, we know exactly how to train each and every new hotel employee with the proper operating standards and systems, to deliver exceptional service to your guests, and maximize commercial performance.

## H/R

CS's business is about people, not just beds. After all, it is our talented and passionate people who bring our hotels to life. To deliver true hospitality to our guests we must attract, retain and develop the very best talent in the industry. We provide recruiting techniques and ongoing training to support the operation of your hotel so that we stay at the top of the game.

## MEETINGS & BANQUETS - Great Events of All Sizes

We have a reputation for delivering great events, ranging from large world-class conventions to smaller more personalized meetings and weddings. Our team members listen carefully to client needs and are expert at creating the right environment, food, service and entertainment to make an event special.



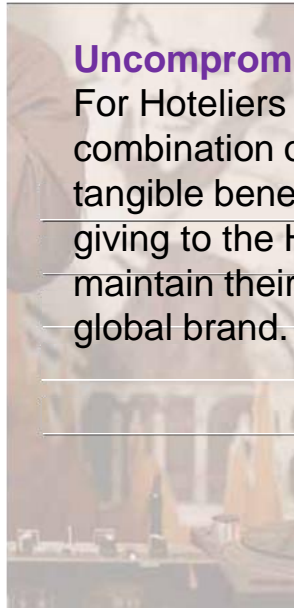


# DEVELOPMENT & FRANCHISE OPPORTUNITIES



### Hotel concept

We craft meaningful, fresh and original hotel concepts that speak to the hearts of your guests. CS Hospitality knows how to make a hotel stand out through a brand story that differentiates your property from the others. Your guests should feel and breathe your brand story through all aspects of your hotel and the concept should be reflected into every single department, from the food and beverage to the spa and wellness center and the activities offered. We have the knowledge and the creative ideas to offer a unique guest experience and our aim is to make your property a destination by itself.



### Uncompromising expectations

For Hoteliers and owners CS Hospitality provides the perfect combination of Operation and Management offering all the tangible benefits of the partnership with the Global Giants, while giving to the Hotels unmatched flexibility and capability to maintain their unique personality using all the advantages of a global brand.

Official Approved Operators



### F&B concept

The F&B department offers a powerful opportunity to grow revenue for your hotel. We develop successful unique F&B concepts which are relevant and consistent to the philosophy of your brand. From determining a name, to kitchen designs, menu engineering and developing collaborations with suppliers, our role is critical for the success of your project.

# OUR PEOPLE

## **Andreas Contos – CEO**

A Hotel Executive for over 25 years in Europe and USA with Hilton International, Hyatt, and Marriott where he was awarded the “Bill Marriott” President’s Award. In Greece he has served as a top executive and GM in Divani Caravel Hotel, Poseidon Resort Loutraki, and other luxury Hotels.

## **Stella Sarantidou – COO**

With more than 18 years in the hotel and tourist industry, she has collaborated in managerial positions with Accor, MI, Astir Palace Vouliagmeni, Greece. Her expertise extends in pre-opening procedures with start-ups in Greece and abroad.

## **Katerina Barbantoni – Reservations & Sales Manager**

A carrier professional in the field of reservations systems since the 90’s. Her experience includes management positions in various hotels monitoring of electronic systems.

## **Christina Sarantidou - Social Media - Guest Experience**

A graduate of University of Athens in Communication and Media with postgraduate studies at City University of London with skills in Communication Media Studies with MBA in Social Media.

## **Athina Xenou – Revenue Manager**

With a degree in tourism business administration and professional experience with international chains - Marriott, Intercontinental & Accor, Athina is a highly motivated and persuasive team builder able to achieve exceptional customer satisfaction.

## **Aris Bouzis – Head of Food & Beverage Services**

Strong operations professional with a Chef focused on Culinary Arts/Chef Training from O.T.E.K. Galaxidi. He holds a certificate from the Green Restaurant Association, the American Culinary Association, with long experience in upscale hotel & restaurant with Accor Hotels and Marriott International, and at Le Saint-James Bouliac - Relais & Chateaux in France - 2\* Michelin.

## **Antonis Pagonis - Area Director of Operations**

Mykonos & Santorini

## **Yvonne Cholides - Operations Manager**

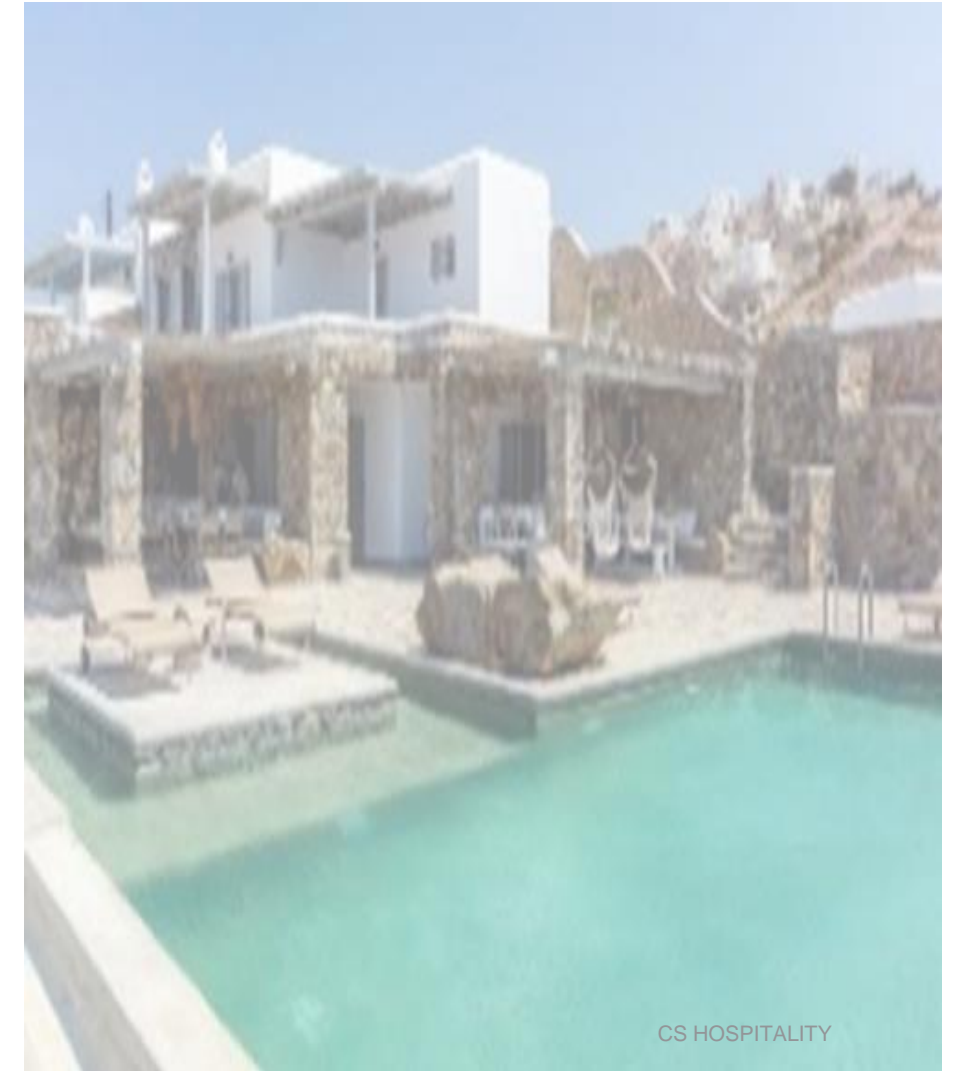
Corfu & Ionian Islands

## **Paraskevi Florou – Accounting Manager**

Comptroller



*‘Bill Marriott President’s Award’, Lincolnshire III - USA*





# PORTFOLIO



Milos Cove  
42 Keys 5\* Milos



The Bold Type – Patras 5\*  
Member of Design Hotels



Radisson Blue Mani  
150 Keys, 5\* Resort



Paradise Village  
26 keys - Corfu  
Owned property



Crystal Springs - Cyprus  
175 Keys 4\* Resort



Bard de Sol - Mykonos  
4\* Lifestyle Resort



Ialysos Bay - Rhodes  
232 keys 4\* Resort  
Owned property



Aura Villas - Tinos  
(May 2023)



Metaxa Suites Spetses  
18 keys island escape



Hidden Cove – Corfu  
20 keys 4\* Resort



Aura Suites- Paros  
(April 2023)



5\* Boutique Hotel - Athens  
18 keys -Acropolis

## Pipeline



Boutique hotel Kalamata  
99 Keys 5\*



Hotel Nikopolis  
99 keys 5\* Thessaloniki



Paphos Cyprus (MI)  
120 Keys 5\*

## Development



The Kassiope project  
166 Keys 5\* Corfu



Pharos Residence  
85 keys – Piraeus



Ambassador Santorini  
42 keys 5\* all suite resort



Cyclades  
89 Keys 5\* Villa resort



Cyclades  
45 Keys 5\* Boutique resort



Achaia  
50 Keys 4\* Waterfront hotel

## Past



Cyclades Resort  
100 Keys, 4\* Lifestyle Hotel

Thirasia Santorini  
34 keys, All Suite Resort

TBA Montenegro project  
150 keys 5\* Resort & Residence



Du Lac Ioannina  
170 keys 5\* Epirus



Moxy Patra Marina  
116 Keys 3\* Patras



Academias of Athens  
60 keys 5\*

## Upcoming







**Contact:**

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# 2019 MARRIOTT SELECT BRANDS AWARDS

THIS AWARD IS PRESENTED TO

*Moxy Patra Marina*

FOR

**Opening Hotel of the Year**

**MSB  
AWARDS**

MARRIOTT SELECT BRANDS