

## Capability Statement

RT Hospitality Solutions works in partnership with clients to provide tailor made solutions which address specific strategic and commercial business needs through the application of its services. Clients are involved in the consultation, planning and delivery to ensure the strategic objectives of their organisation are achieved through the following services below:

### **Business Performance Improvement**

RT Hospitality Solutions adopt a hands on approach by working closely with our clients to create efficient, profitable and most importantly, sustainable business entities. We can assist and advise your organisation on business performance strategies by conducting operational reviews and analysis of current trading operations, including contribution from each area of operations, i.e. gaming, food and beverage, accommodation and sports facilities. Once a review has been completed, we will provide you with tailored recommendations to improve revenue and customer service and to maximise productivity and achieve cost savings.

### **Strategic Business Planning**

RT Hospitality Solutions can conduct a strategic business planning workshop with key members of your organisation to brainstorm and identify instrumental areas that could impact your business, to identify the business potential for the forthcoming 3 to 5 years and develop action plans, supporting a clear direction forward. The workshop addresses such issues as corporate governance, legal compliance issues and risk management taking into account industry trends and performance to best practice.

The process clearly identifies the strengths, weaknesses and areas of opportunity and threat, both internally and externally, to the business environment, includes the development or review of your organisations 'business vision'; and helps to formulate the strategic business plan.

RT Hospitality Solutions will assist your organisation in achieving a successful outcome to this process, by monitoring the developed action plans supporting the overall business plan and providing additional coaching and or advice to ensure your 'business vision' is achieved.

### **Financial Management and Tax Services**

RT Hospitality Solutions can assist your organisation with preliminary planning and operational review of your business and can assist you by identifying potential financial management constraints and taxation measures which will need to be considered and managed for both short and long term success.

We can contribute to your organisation by conducting a financial feasibility evaluation to ensure that all areas of the business are operating to their true potential and are viable with respect to meeting or exceeding the organisations 'business vision' and objectives and to identify the potential for future development. With the study completed, we will provide a discussion paper/report containing all analysis, together with our recommendations, to ensure your organisation is provided with sufficient knowledge to make an informed decision about the future business entity.

RT Hospitality Solutions can work with you to develop and implement the key performance indicators that will ensure your organisation is able to evaluate measure and manage ongoing performance to deliver ongoing profitability.

### **Corporate Recovery**

RT Hospitality Solutions recognises that corporate insolvency is a distressing process for all parties involved. Our business ethic is to work cohesively with clients to develop workable solutions that can be implemented to bring closure to the present financial burdens and provide a framework for business recovery appropriate to the circumstances. RT Hospitality Solutions will maintain an impartial approach to evaluating opportunities that will bring positive results for the interests at stake.

RT Hospitality Solutions provides the following corporate restructure and insolvency services:

- Corporate Restructure
- Amalgamations
- Voluntary Administration and Deeds of Company Arrangements
- Official Liquidations
- Receiverships
- Members Voluntary Liquidations

### **Human Resource Compliance Management**

RT Hospitality Solutions can provide full project management support for all Human Resource Management requirements. Whether our assistance is required to conduct skill profiling and workforce analysis, redeployment or separation of staff; or provide remuneration and employment advice so as to economically attract, develop and retain the best staff and ensure workplace safety, we will assist your organisation by eliminating unnecessary administration overheads. RT Hospitality Solutions can work with your organisation to review and improve Human Resource Management structures, systems and processes so that they facilitate your organisations directions, draw on industry best practice, work flexibly and adapt quickly to changing needs.

Our Human Resource Compliance Management services include:

- Performance Management Systems
- Occupational Health and Safety Systems Review
- Management and Supervisory Development Training
- Payroll Audit
- Award Compliance
- Restructuring Organisational Resources
- Employee Handbook Review and Development
- HR Management Support and Mentoring

- HR Gap Analysis and Report
- Customised Training Development:
  - Work Cover Accredited Occupational Health and Safety Committee Course (4 day course)
  - Management Development Training (2 day course)
  - Counselling and Coaching Skills (1 day course)

### **Project Management and Facilitation**

RT Hospitality Solutions can offer a formalised and structured 'best practice' approach to project management and facilitation, from the initiation to the completion of the project. We focus on achieving your specifically defined outcomes to meet your required timeframe whilst delivering to a defined quality. The lifecycle for your project is detailed from the development of the 'concept brief', concluding with a post implementation review to assess whether the expected business benefits were realised. Our project management and facilitation services include:

- Operational Review and Preliminary Planning
- Development of Project Concept Brief
- Development of Key Performance Indicators and Monthly Audit
- Tender Process and Market Appraisal
- Contract/Agreement Negotiation and Advice
- Transition Services
- Partners in Business Workshop (half day course) includes a quarterly and annual progress appraisal

### **Food and Beverage Master Planning**

RT Hospitality Solutions will conduct a detailed review of food and beverage operations to identify the most suitable conceptual designs for the facilities, to allow for maximum operational efficiency and safety, ensure maximum productivity and flexibility and most importantly ensure that planned improvements to facilities and operations are viable and will meet your organisations financial expectations, goals and objectives. We work cohesively with your preferred architectural and design teams to ensure all aspects of the concept are ergonomically workable and necessary to achieve sustainable profitability in the future.

### **Feasibility Study and Financial Appraisal**

RT Hospitality Solutions will help your organisation conduct a detailed feasibility study and financial appraisal to ensure that planned project development activities are viable, sustainable from a profitability perspective in the future and meet the organisations financial objectives.