

# AYS HOSPITALITY GROUP

PROFESIONAL TEAM IN:

- ❖ DESIGNER, BUILD & MANAGE
- ❖ PROJECT MANAGEMENT
- ❖ PRE – OPENING PROGRAM

- Hotels
- Resorts
- Convention Center
- Theme Park
- Restaurant
- Franchise

**HOTELIER &  
HOSPITALITY DESIGN**



AYS GROUP

**A Y S**  
ASSOCIATE CONSULTANT



# GROUP Director



- 25 years Experience in Hotels & Resorts, Major in Project Management, Design & Build, Pre-Opening, Operation, Business Development & Investment.
- Degree In Hotel Management UiTM, Major in Hotel Management & Tourism
- Certified Hospitality Industry Expert by Department of Skills Development Malaysia under Ministry of Human Resources Malaysia. DPIN:750205125361
- Certified Biz Counselor & Professional Business Coaching by INSKEN Malaysia
- Certified Industry Expert Partner Program – OUM Malaysia
- Mentor for TPM- STARGAZE PROGRAM
- MARA – Registered Consultant for Malaysia Standard & ISO Standard
- UiTM – Program Partner for degree & Master Industry Awareness and Input
- President For Malaysia Budget Hotel & Homestay (MyHomes)
- Principal Consultant for Hotels & Resorts Project



Mohd Nazri

# Project Director

## Project Master Plan

- Experience hotel operation
- Responsible to manage new project
- Lead project management team
- Develop business network and corporate relation with client

HOTELIER &  
HOSPITALITY DESIGN



A Y S  
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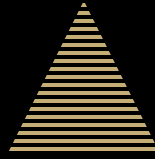
KAMARUL HIZEN



# Food & Beverage Director

Food & Beverage Designer, with 30 years of Senior Management Experience in Hotels & Resorts and Convention Centre , Master in F&B operation and business development for Local & International Market.





# Director of Operation

## Jamaluddin

- Hotel Set Up
- Hotel Pre-Opening
- Talent Planning
- Talent Training & Coaching
- Quantify Hotel Operation Plan
- Elements of Guest Service Develop
- Making Great Customer Service
- Comparing Complaint to Service Q
- Trends in Hotels Market
- Key Operation Person development
- SOP Development

“If you demand for talented hospitality personnel’s in your operation team, you have to understand the service it self not the hotel”

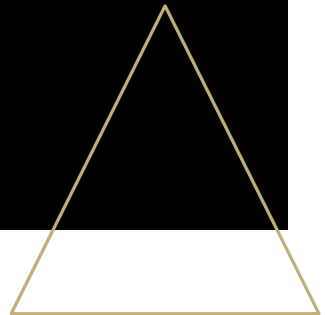
- AYS HOSPITALITY





# We do all for you

- Compliance to local authority regulatory on hotel & resort development
- Design the space layout with Brand Standard with latest ID concept to suit the market trend
- Understanding on cost management not cutting cost to ensure service quality always on top
- Creating sustainability business portfolio and branding establishment
- Bring in the best talent of management and operation team
- Continuously conducting training to up scale the service quality
- Trouble shooting every complaint and issues base on customer satisfaction baseline
- Monitoring the P&L and budget to maintain the brand, service quality and hotel outlook.





We find solution for any issue arise during getting approval



Lead Consultant & Authority Meeting



Submission for Development Order



Submission for BOMBA



Obtaining CCC Approval



Application for Hotel License

How we assist you



# Location Review & Authority Approval

Professional's  
Consultant Team  
will do ➡

## How we manage the project

- Site Selection & location study
- Project design & concept selection
- Brand selection
- Layout and space brief
- Budget and time frame

## Construction, Testing & Commissioning

- Recruiting Management & Operation
- Training & Skills development
- Design SOP
- Review Operation work flow
- Sales & Marketing activity
- Pre-Opening
- Grand Opening

# Operation & Administration

## Operational & Administration Support

- Designed Standard Operating Procedures (SOPs)
- Hotel Operations System
- Online & Offline Sales & Marketing

## HR & Training Activity

- Staff Hiring
- Develop Skills and Know How
- HR Process Regulatory Compliance

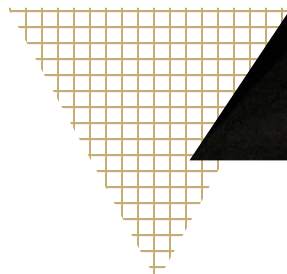
## Internal Control & Audit Excellence

- To Enhance Guest Experience
- Which Is Vital To The Success Of The Business

# The Greatest “Opening”

We design excellent opening program base on the star rating and facility offered.

We train and coaching our team to achieve total guest satisfaction experience



# Comparing “Local” to “International”

## MALAYSIA BASE OPERATOR

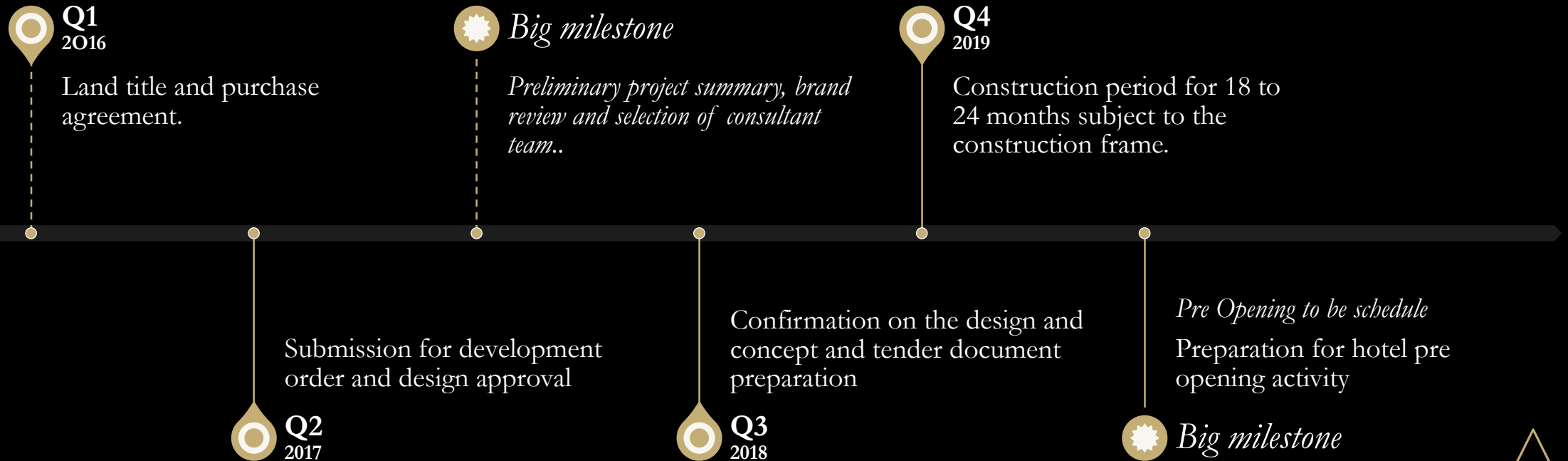
Provide international standard quality of managing the hotel operation by local experience workforces.

## INTERNATIONAL BRAND

International base service personnel's selected by the brand owner



# Project Timeline



# Key Takeaways

**ONE:**  
International experience  
local base

**TWO:**  
Experience in opening  
hotels & resorts

**THREE:**  
Saving cost of design and  
Concept and Build

**FOUR:**  
Saving cost on man power  
and talent training

**FIVE:**  
unique marketing plan and  
tools

**SIX:**  
Managing cost to bring up  
revenue



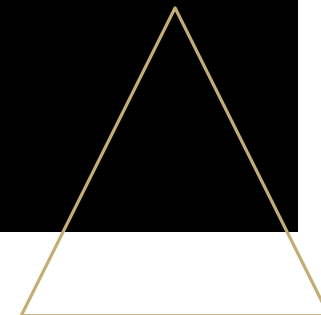
# Call for consultation

- Bring your subject to us for free consultation
- Sign up contract and make your dream come true

Address:

Suite A-26-03, I-SOHOTOWER, I-CITY,  
Selangor Golden Triangle, Section 7,  
40000 Shah Alam,  
Selangor.

Tel:03-5030 5288



# Thank You



Website

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[www.aysconsultant.com](http://www.aysconsultant.com)



Face Book

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