



INTRODUCTION

OPERATIONS MANUAL

The following pages represent the policies and procedures of HP Hotels , herein known as HPH, to be followed in the sound operation of our Hotel assets. These policies and procedures are intended to be minimum guidelines to affect the most cost efficient standardized method of operation within the hospitality industry for the benefit of guests, investors, shareholders and associates. In all cases, sound business practice, good judgment and the Mission Statement of HP Hotels LLC will be controlling principle adding further input to this Operations Manual. It is not our purpose to cover all instances, factors, or circumstances regarding the operation of a superior quality Hotel property. It is our intention to standardize the guidelines under which we operate to provide for our sustained and profitable growth in this and future years.



Hotel Policies And Procedures Manual

Marco Cascella



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