



REMINGTON

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GOAL UPDATE PROCESS

As of December 31, 2016

Qualifying Events:

- Any change in sales and/or catering staff will require a goal update request.
- Any event that may require a change of total team sales/catering goals, redeployment of segmentation, or any change to goals or segments

Importance:

- A change request form must be submitted before Delphi (or sales system access) will be granted. In the case of non-Delphi properties, understand that Productivity, Pinnacle, & Meridian reports will not be accurate until the change has been processed and approved.
- Big Data Project **requires** up-to-date information

Goal Change Levels:

- Low-level
 - Staff turnover/replacement – Direct or indirect through temporary vacancy. In this instance the goal amount does not change and the segmentation does not change. Must submit for newly vacated and/or newly hired position.
- High-level
 - An update to the approved goal model that requires a change in total team goals or a redeployment of segment responsibilities

Process:

- Complete Goal Model Update form (2017 - REM Property Code - Goal Update Form) – Save file with Remington property code in place of XXX
- Submit Goal Model Update form to DVP of Sales
- Once reviewed DVPs send completed form to Whitney Bradshaw
- Whitney Bradshaw will log all submissions on the 2017 Goal Model Update spreadsheet located on the Google Drive and deliver them to Michael Cole.
- If request is deemed to be Low Level- Michael Cole will approve, load on the I: & W: Drives, notify property of change, update sales system, update productivity report if required, and update Big Data.
- If request is deemed to be High-level – Michael Cole will contact the property if necessary to confirm the High-Level changes and walk through the necessary changes on the revised goal model after consultation with DVP Sales. He will then escalate the request to EVP Sales/Marketing LaDonna Gerhart & VP of Financial Planning Homan Cull for approval. Once it is approved Michael Cole will load on the I: & W: Drive, notify property of change, update sales system, update productivity report if required, and update Big Data.
- Once approved all appropriate files and goals will be live and active
- Previous Goal Model versions will be archived for reference

Timing:

- Prompt attention to these changes will allow for accurate reporting for productivity, bonus, incentive trips, and data input for Big Data
- Low-Level changes - 72 hour submission window after a qualifying event
- High-Level changes - 72 hour submission window after a qualifying event. High Level changes may take additional time to approve.

Property Goal Model Change Event

- Low- Level Request - Staff turnover/replacement - 72 hour submission window after a qualifying event
- High- Level Request - Change in total team goals or a redeployment of segment responsibilities - 72 hour submission window after a qualifying event

Submit Goal Model Update Request

- Complete Goal Model Update form (2017 XXX Goal Update Form) – Save file with property code in place of XXX and submit to DVP of Sales

DVP Sales

- DVP notes/confirms the changes and submit to Whitney Bradshaw.
- If required, consult High-Level request with Michael Cole

Whitney Bradshaw

- Log all submissions on the 2017 Goal Model Update spreadsheet located on the Google Drive and deliver to Michael Cole.

Michael Cole

- Upon receipt of the Update Form and/or confirmation of update being approved Sales system access granted/revoked
- Upload W: drive and make Low-Level updates - Saves file as XXXSG R(date)
- Send revised file (XXXSG R(date)) to hotel for confirmation of update
- Upload revised file to I: drive - Property may review file here as well for confirmation
- Move previous goal model to the "Previous" folder
- May contact the property to confirm the High-Level changes and walk through the necessary changes on the revised goal model after consultation with DVP Sales
- Escalate High-Level changes to EVP of Sales & Marketing & VP of Financial Planning for approval
- Update sales system, update productivity report if required, and update Big Data.

Homan Cull & LaDonna Gerhart

- Approval/Rejection of High-Level Request
- Rejected updates will be returned for further refinement
- Approved updates will be routed back to Michael Cole for updates to the sales system, productivity report if required, and Big Data.