



PROMILLER STAYS

Carefully selected luxury stays



ProMiller
Stays

Challenges faced by Properties

- ❗ **Visibility on online platforms**
- ❗ **Negligent behaviour of caretakers/staff**
- ❗ **Professional Marketing and promotions across online & offline platforms**
- ❗ **Regular maintenance & upkeep of the property**
- ❗ **Increased competition with brands due to increasing health concerns**
- ❗ **Standard Operating Procedures & Hospitality training**

How can ProMiller Stays help you?



BRAND VALUE

ProMiller is a leading consulting firm in the country having experienced professionals with over 100+years of hospitality experience.



STANDARDIZATION

Personalized SOP's (Standard Operating Procedures) and guest rules for your property



SALES SUPPORT

Package promotions, dedicated personnel to handle all the queries regarding your properties

How can ProMiller Stays help you?



DEDICATED ACCOUNT MANAGER

Regular* visits to ensure SOPs and standards are maintained
Single point of contact for all your queries



AUDITS & CHECKS

Timely audits to ensure overall service design is maintained and uplifted



QUALITY STAY EVERY TIME

ProMiller stays provides experiential stays thus keeping the property at the highest brand standards

***Frequency of visits shall be decided by ProMiller Stays based on need and location of property**

How to get onboard with ProMiller Stays?

Building on our rich experience of working with owners, in particular and hospitality industry, in general- we have devised three mutually beneficial ways for onboarding of different properties with ProMiller Stays

- 1 Franchise Model**
- 2 Management Contract**
- 3 Listing Only Model ***

- **This model is recommended for properties already having well-structured management and operations team**

How does 'Franchise Model' work?



SIGN-UP SERVICES:

- **Setting up SOPs and In-house Rules**
- **Deep Cleaning as per ProMiller Standards**
- **3-day Training of your existing ground staff or caretaker**
- **Listing on ProMillerStays.com**
- **Re-align all existing OTA profiles (if applicable)**



CHARGES:

- **One time Sign-up Fee**
- **20% of Revenue generated by ProMiller stays**

What assistance would 'Franchise Model' provide you?



SALES SUPPORT:

- Package promotions on ProMiller Stays
- ProMiller Pages on Social Media
- Flexible tie-up with Sales alliances



MYSTERY AUDITS:

- Yearly audits to ensure upkeep and uplift.
- Review costs to ensure maximum profitability



DEDICATED ACCOUNT MANAGER:

- Regular Visit to ensure SOP's and Standards are maintained
- Constant monitoring of guest service management and support to ground staff

What assistance would 'Franchise Model' provide you?



BRANDING*:

- External Signage
- Artifacts like Letterheads, visiting cards, Brochure, Tea/Coffee Mugs, Dining Mats, Pens & Writing Pads



PROMILLER HOMEPAD

- It will have all pre-loaded checklists to follow all the SOPs
- Will also include the billing software

***Branding needs to be assessed based on property**

Add-on* Services under 'Franchise Model'



REVENUE MANAGEMENT

- **Manage OTA visibility and ensure complete OTA support**



AUDITS & FINANCIAL RESTRUCTURING

- **Multiple audits to ensure revenues are tracked properly and overall service design is maintained and uplifted**
- **Review costs and ensure maximum profitability**



MARKETING SERVICES

- **Dedicated Marketing SMO support through focused marketing through property pages.**

Add-on* Services under 'Franchise Model'



CRM & TECH SUPPORT

- **Understanding the need of the guests through a CRM system which will help in efficient decision making for any expense**
- **provide PMS support that will be a complete solution to all Financial transactions**



HOSPITALITY SUPPORT

- **Caretaker Onboarding and Housekeeping Support**
- **Other Human Resource training and support**

*** All add-on services will be charged as applicable**

How does 'Management Contract' work?



SIGN-UP SERVICES:

- **Setting up SOPs and In-house Rules**
- **Deep Cleaning as per ProMiller Standards**
- **ProMiller HomePad**
- **Listing on ProMillerStays.com**
- **Re-align all existing OTA profiles (if applicable)**



CHARGES:

- **One time Sign-up Fees**
- **X% on Total Revenue* generated**

***The percentage shall be decided mutually based on size and type of accomodation.**

What assistance would 'Management Contract' provide you?



SALES SUPPORT:

- **Package promotions on ProMiller Stays**
- **ProMiller Pages on Social Media**
- **Flexible tie-up with Sales alliances**



HOSPITALITY SUPPORT

- **Setting up customized SOP's**
- **Caretaker onboarding, Training and Support**



REVENUE MANAGEMENT SERVICES

- **Manage OTA visibility and ensure complete OTA support**

What assistance would 'Management Contract' provide you?



REVIEWS & FINANCE MANAGEMENT

- **Reviews to ensure the upkeep and all compliances are maintained**
- **Audits to review costs and ensure maximum profitability**



RESERVATIONS & TECH SUPPORT SERVICES

- **Dedicated personnel to cater to all calls being made to the property and handling reservations**
- **Providing PMS support to manage all details through the ProMiller software**

What assistance would 'Management Contract' provide you?



BRANDING

- Letterheads, visiting cards, Brochure, Tea/Coffee Mugs, Dining Mats, Pens & Writing Pads
- External Signage



DEDICATED ACCOUNT MANAGER

- Single point of contact for all your queries

How does 'Listing Only Model' work?



SIGN-UP SERVICES:

- Share property images, content and other relevant data
- Listing on ProMillerStays.com
- Promotion of your property as per internal marketing strategy
- Paid & Unpaid campaigns of property free of cost



CHARGES:

- Zero Sign-up Fees
- X% on Total Revenue* generated by ProMiller Stays

***The percentage shall be decided mutually based on size and type of accommodation.**

What assistance would 'Listing Only Model' provide you?



ONLINE VISIBILITY

- Increased visibility across all online platforms
- Increase in overall SEO of the property



MARKETING & PROMOTIONS

- Dedicated personnel to implement marketing strategy for the property
- Provide time to time paid ad campaigns to increase bookings

Owner's Circle* at ProMiller Stays

Onboarding with ProMillerStays comes with many more perks. We believe in creating a hospitable environment not only for our guests but for our partners too. The niche circle of owners at ProMillerStays can enjoy many exclusive offers

- ✔ Complimentary Membership at ProMillerStays**
- ✔ Additional Benefits of Refer and Earn**
- ✔ Get upto 20% additional Discount on all ProMiller Stays properties**
- ✔ Unique Membership Number**

Owner's circle is an exclusive membership and is only applicable for 'Franchise Model' and 'Management Contract'

LEADERSHIP



Sahil Pandita

Founder & CEO at ProMiller;
Co-founder at Profitable
Rooms;
Co-founder Cuisine India
Foundation



Vishesh Sahgal

Managing Partner at ProMiller;
EX - IHCL



Varun Dewan

Partner at ProMiller;
CEO at Profitable Rooms

OUR OFFICES



Mumbai
C005, Poornima
Towers,
Peddar Road -
400026



Pune
18 Latitude,
B Wing, SNo.
28/9, Kadam Fa,
Punawale -
411033

For any queries



info@promillerstays.com



www.promillerstays.com



+91 9601444430

Social connect :





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