

Management Services

ONE Support Culture

We've built our culture with ONE promise to our Supporters: to always encourage initiative, reward success and promote from within. Relying on decades of experience, we know that treating our Supporters as we want them to treat our guests is a win-win solution.

Approved Manager of World's Leading Brands

Our well-defined and evolved support culture sets ONE Lodging apart from the rest in the business of Hospitality Management. By working together as ONE, our brand partners consistently see high brand compliance performance. Perhaps that's why ONE Lodging is the approved manager of 19 distinct brands within the Marriott, Hilton, IHG and Wyndham brand families.

Consistent Above Market Performance

ONE Lodging is often invited to manage a hotel because of a property change, either a purchase or sale; a change in dynamics of the ownership structure; or the brand franchisor requires an experienced 3rd party management company to operate the hotel. Feedback from our clients tells us that we perform well. In fact, in the vast majority of cases, we are growing revenue and profitability faster than the market.

Industry-Leading Executive Team

Our Executive Team is respected industry-wide as one of the most experienced, forward-thinking and diverse leadership teams in hospitality. Leadership is all about critical thinking skills and being able to identify the right people in the right positions to maximize their talents. Whatever segment of business we support, from senior leader to front-line supporter, providing exceptional experience for the guest is key.

National and Regional Operations Support Teams

ONE Lodging's operational methodologies uniquely adapt to any type of hotel property, regardless of the brand flag, location or service category. With over 20 years in hotel operations, we know what success is. We know that a hotel starts with the effectiveness of your people.

Powerful Distribution and Revenue Management

Each ONE managed hotel is assigned a Revenue Manager to work directly with its brand flag's global distribution system and online channel partner relationships. As our internal team is uniquely empowered to drive business, we are more focused and effective. Our track record and RevPAR are exactly why we are approved brand managers for so many of the world's top hotel brands.

Effective Sales and Marketing Support

To ensure all members of our Sales team are well-versed on current sales strategies and techniques, we created a training hotel whereby each Sales person goes through an intense training program to learn ONE's Ways & Practices.

Power of ONE Integrated Service Offering

Join ONE Lodging and you'll enjoy more efficient hotel operations and a better bottom line. ONE provides you with senior management leadership and individual coordinators that will guide you through the appropriate steps to ensure you're on the right track. Sharing information and knowledge between core executive teams—and lead by ONE's President — is key to transparency and fiscal accountability.

Best in Class Hotel PIP, Design, Planning and Procurement

ONE Lodging offers developer-friendly and flexible building options based on your project, budget and location. From design and architecture review to pre-opening and procurement services, ONE Lodging brings a powerful team of experts, well-practiced processes and ongoing support.

Capital and Asset Preservation

Not all our competitors establish substantial FF&E and capital budgets in favour of delivering higher returns in the short term. We are stewards of our hotels and our property maintenance and housekeeping teams maintain our assets at a high level. We don't wait until something breaks, which causes guest and business disruption. By having a consistent approach to capital and asset preservation, we can repair with capital and FF&E plans and address those priorities through asset preservation.

Award-Winning Service, Outstanding Excellence

ONE Lodging's business success is directly attributable to our Supporter Satisfaction. When ONE Supporters form an emotional anchor with our guests - the basis of real loyalty - that loyalty results in award-winning service, outstanding excellence, and subsequently improved market share.

By providing the highest quality experience and responding to every Guests' need in a professional and authentic manner; our front desk and concierge services teams are continually recognized by the brands we manage. ONE's latest winner: Hampton Inn Statesville, NC – Lighthouse Award (Top 5%).

Proven Recruitment and Training Programs

ONE Lodging's People Support teams provide comprehensive training, tools and resources to each ONE managed hotel. Our People Support systems are highly effective in attracting external talent and in retaining and leveraging internal talent because we focus on creating a positive work experience, opportunities for growth, personal and professional development, quality leadership at every level.

