

MHI-Meetings

Your Partner in Meetings Events, Transportation and Crew Accommodations

MHI-Meetings, a division of Mid-Atlantic Hospitality, Inc. borne out of the need to service the Meetings and Conventions segments of the hospitality industry. Our keen "insider" understanding of the hotel industry have allowed our clients to reap tremendous efficiencies, savings and quality in their events.

MHI-Meetings principals are hotel industry experts. It is this expertise that gives us the edge in negotiating the best contracts, venues and rates for our clients.

Services:

- **Group & Convention**
- **Transient Volume Accounts**
- **Airline Crew Rooms**
- **Meet & Greet**
- **Ground Transportation**



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Meetings Division

MHI-Meetings will help you navigate the world of Events and Meetings with ready resources for your every need. We are a one-stop shop for:

- **Agenda & Logistics**
- **Staffed Registration Services**
- **Graphics Design, Printing and On-Site ad hoc graphics**
- **Site selection and contract negotiations**
- **Security Assessment and feasibility analysis**
- **Speaker procurement**
- **On-Site Management**
- **Billing and Audit**
- **VIP Management / Meet & Greet**



MHI-Meetings

MHI-Meetings.com

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MAIN: 202-390-5559 FAX: 703-448-1702 EMAIL: info@mhi-meetings.com

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Events

MHI-Meetings principals are veterans in Special Events. If you're in your idea stage looking for a unique venue to plan a product launch or planning a team building weekend for your staff retreat in the country, we will plan every detail from concept to conclusion.

Our specialties:

- **Executive Retreats**
- **Client Events**
- **Site procurement of unique venues**
- **Team building events in/outdoor**
- **Motivational speaking events**
- **Galas featuring unique themes and decorations**



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Transportation

MHI-Meetings provides you the benefit of volume pricing for all your transportation needs through relationships with only the best and reliable transportation providers.

- **Shuttle Services**
- **Meet and Greet Service**
- **Tours**
- **Ground Transfers**
- **Coach Bus Services with Corporate graphics**
- **Exotic Cars**
- **Limousine, Sedan and Suburban**



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MHI-CREW

About Us

With over 40 Years of combined experience in the Hospitality and Airline industries, MHI-Crew Accommodations is a separate division of MHI-Meetings wholly focused on the Airline / Cruise Ship Crew Accommodations.

Leveraging our network of worldwide hotel partnerships in virtually every corner of the globe, MHI-Crew opens the door to the Luxury and Upscale hotel segments for Airlines that wish to match or upgrade their Airline Category with the accommodations they provide for their Cabin and Cockpit Crew.

Our volume and buying power, lets your Crew enjoy the luxuries of plush accommodations, choice locations, preferred Room Types, In-Room Dining, State of the Art Health Club & Spas, High Staff-To-Guest Ratio service and much more.

In most cases, we can provide this with a decrease in overall budgets.

The end result being that Cockpit & Cabin Crew are elated with their accommodations and Management is ecstatic with the bottom line results.

Our Process

MHI-Crew has a dedicated, experienced and professional team that come from both sides of the equation. We have a combined 40 plus years in the Hotel and Airline industries, affording us unique insights and understanding of the issues from each party's perspective.

It is this rare combination of experience that benefits both parties and makes for virtually perfect matches when we join our Airline and Hotel partners enter into relationships.

We maintain a completely open process and all parties are kept abreast every step of the way with reports on successful completion of each milestone as they occur.

We understand that the Organizational Chart of each airline will vary and are comfortable adapting to any structure, maintaining complete discretion in the dissemination of information when required. There will never be any change required in how you conduct your hotel selection, except that once we receive our mandate, your staff will do nothing until the portfolio of hotels is presented for review.

Final decision is always with the Airline.

A Unique Business Model

We take great pride in developing a unique business model not only to the Airline Industry but rare for most businesses.

We build a very comprehensive Selection Criteria, based on a study of your Operations, Service Standards, Corporate Culture, current portfolio of hotels, projected Route Demand, Union Requirements, Budgets and several other requirements that we believe will lend to the successful delivery of our commitments. If we believe we can't help you we will part ways early so that we do not waste your time. We never use a "One-Size-Fits-All" approach and don't waste your time with options we know you will rule out. We develop a detailed analysis of your Crew operations and use our insider knowledge to provide you with opportunities in savings, efficiencies and contractual re-negotiations.

Once the Selection Criteria is built, we obtain the Airline Mandate to secure provisional agreements for review. The Airline is never under any obligation to accept any or all of the hotels presented and can reject all without penalty or cost.

All expenses and risks are borne by MHI, whether you select to contract with a hotel presentation or not.

That is why we have developed a regimented formula for ensuring only the best hotels at the lowest pricing are always made available to our clients and work extremely hard to ensure we achieve a 100% conversion ratio.

WE DO NOT CHARGE FOR ANY OF CREW ACCOMMODATION SERVICES



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MHI-CREW

Scope of our Services

- Scouting and Site Selection
- 150 point Safety, Security & Facilities Inspection
- City Evaluation
- Contract negotiations
- Ground Transportation - Crew & Passenger
- Employee and Distressed Passenger Rates
- Value Added Amenities to save on Crew Per Diem
- Billing and Audit
- On-going contract maintenance and hotel liaison
- New Destination launch, VIP & Marketing Events, Meet & Greet, Venue Selection



Scouting & Site Selection

We maintain an extensive and detailed database of virtually every hotel in the world, including our contacts at the property level as well as key decision makers at their headquarters, Star ratings, capacities, services offered, facilities and amenities, safety and security assessments not only for the hotel but the surrounding areas. This allows us to very quickly conduct virtual visits for up to 100 hotels in any given city and then exclude those that don't meet our criteria.

After in-depth evaluations of approximately 30 hotels, which includes direct interviews with staff and management, we are typically left with between 5-10 hotels that, on paper would be a good fit for our Client.

150 Point Safety, Security & Facilities Inspection

This entails physical site visits to up to 10 hotels including an assessment of the surrounding area for Restaurant, Shopping, Entertainment, Transportation and Safety. We inspect the hotels anonymously which includes: cleanliness, service standards, meal services, physical layout etc. We then conduct our proprietary 150-point Inspection of the entire hotel, encompassing not only Front-Of-House standards, but also Back-Of-House facilities and standards, including but not limited to Kitchen, Hygiene, Health Code Inspections, Cameras, Room Cleaning procedures, Fire Rating of Doors, Fire & Safety equipment, Training, Sprinkler systems and Code Inspections, Health Club, Security, Manuals, etc. Typically 50%-70% of hotels fail our inspections.

Contract Negotiations

Our goal is to have a minimum of 3-5 hotels competing for the business to ensure our client is presented with strong and credible choices. Our contract negotiations are intense but very fair for both sides. Our aim is to always leave the table where both the Airline and the Hotel are very satisfied with the deal struck. Because we are honest brokers to the deal and maintain a high degree of transparency, the high level of trust is developed as well as the confidence that a long and mutually beneficial partnership is being forged.

The expertise, ethics and management style that is brought to the equation has even helped win over Union representatives otherwise unwilling to concede on the letter of a bargaining agreement.

Post Contract Maintenance

We maintain and monitor all of our client hotels very closely and are available night and day to intercede on any discrepancy that may occur. More often than not, we are aware of the discrepancy and have taken steps to rectify and mitigate any issues, long before our client is even made aware of the discrepancy. Our post contract services also include unannounced inspections of the contract hotel, obtaining feedback from the Crew staying at the hotel, auditing bills for accuracy and monitoring changes in the hotel operations that might affect service delivery