

CENTRALISED SERVICES

CENTRAL ADMINISTRATION

Keeping financial and legal records; Information technology supervision; Maintaining and promoting proper operational procedures and practices including the provision of manuals, procedures, instructions and application and supervision of all management practices in every department of the hotel accessing experts in these areas at head office level.

BRAND MANAGEMENT & MARKETING

Brand management; Marketing planning; Graphic design; Database management; e-commerce management; Sponsorship marketing; Creative agency – group activities; Public relations – group activities; Advertising in any form of media for all the hotels in the group (or brand grouping); Trade fair attendance; Customer mailing lists; and Wholesale brochure listing.

SALES TEAM

Our sales team are located in Sydney, Perth and Auckland, as part of a larger sales team, promoting all hotels. Planning for sales promotion; Central reservation services; Maintaining and negotiating corporate accounts; Relationship management; Corporate tender and consortia contract negotiations; Managing key leisure market accounts worldwide; Representation at national and international trade shows and exhibitions; Reasonable office overheads for sales team members, stationery and equipment including rent and depreciation; Seasonal package promotions and events aimed at key demographic and niche target markets.

TRULY INTEGRATED PMS – THIS SYSTEM IS POWERED BY INFORHMS.

Delivering on a robust set of revenue management tools to manage and optimise revenue delivery. We adopt a truly integrated PMS powered by inforHMS.

REVENUE MANAGEMENT

Revenue Management training of front line sales, reservations and front desk employees to follow through on the master strategy.

DISTRIBUTION AND DIGITAL MARKETING

This system is powered by Travel Click. Powerful digital marketing activities with a healthy investment, to engage key audiences. Leveraging customer insights and data with the right technology and channels, to drive direct bookings to our website.

IT SYSTEMS

Integrated platform, critical to the growth of the business and scale of the Operations.

HR SYSTEMS AND TEAM TRAINING

Our team are critical to our success. We exist to provide real and genuine experiences, we truly engage to deliver honest and heartfelt service by our team who are passionate, caring, agile and connected.

We are constantly striving to deliver on:

- DRIVING BUSINESS RESULTS
- CORE VALUES
- BRAND PURPOSE

We provide ongoing training to support the daily operation of your hotel, so that your team are always empowered to deliver confidently. This is delivered through our four consistent pillars of “The Nesuto Way”

Day to day HR support - Preparation of any required tax certificates for employees; Processing of all labour related costs; Human resource services including approving manpower planning budgets, recruitment advice, recruitment of senior positions, advising on salaries and ensuring wages meet legislative standards, preparation of employment contracts and job descriptions, providing training and professional development programs, assessing the performance of management employees, dealing with visa applications and compliance reporting, measuring employee engagement, supervising any disciplinary action, terminations and redundancies, Work health and safety services; compliance and administration.

CENTRALISED SERVICES

ACCREDITED STRATA MANAGER

Strata Management is a critical support to owning and leasing your property. We offer:

- A dedicated maintenance team for your property
- Maintenance and cleaning of all tennis courts, pools, spas and gyms. Pool checks compliant with local standards.
- Maintenance and grooming of grounds, flower beds and the surrounding areas
- Manage and arrange for the maintenance of electrical work, cleaning of drains and gutters,
- Monitoring of exhaust fans, water tanks, fire systems, gates, roofs, water sprinklers, underground pumps, pool pumps, window cleaning, CO2 testing, air conditioning and the removal and cleaning of bins and cleaning of bin rooms.
- Control of regular maintenance contracts for lifts, underground pumps, fire systems. Full compliance to local laws.

The Strata Management team will ensure that Contracts are all in order for electricity, water, gas and fire systems.

We provide a Management team on site who are first aid, fire trained and Security aware.

LICENSED REAL ESTATE AGENT

Most apartments can be purchased as either owner occupier or investment apartments and can be managed for you by Nesuto or any other local real-estate agent.

Investment options include a selection of furnished or unfurnished studio, one, two & three bedroom investment apartments for sale.

Owner-Occupier - Looking to live in your investment, we also have apartments available for owner occupation in some of our sites.

HOTEL MANAGEMENT CONTRACTS

We provide:

- Design & implementation of serviced apartment legal and ownership structures.
- Sale of serviced apartments real estate to investors.
- Provision of equity to serviced apartment project.
- Joint Venture of service apartments projects.
- Underwriting of sales of serviced apartments and provision of other financial enhancement services.
- Acquisition of existing serviced apartment complexes.

EXPERIENCED BUILDING MANAGER

- On site complex management.
- A team of dedicated cleaning staff who are responsible for the ongoing cleanliness of the common areas, polishing and dusting and cleaning of the carpets.
- We will also represent your property with the treasury duties
 - Attend Council meetings and Annual AGM
 - Perform the secretarial duties
 - Perform the treasurer duties
 - Collect Levies
 - Manage the Strata accounts
 - Financial management and full reporting
 - Co-ordination of the minutes
 - Keeping of the roll

FINANCE SYSTEM

This leading system is powered Infor-Sun. Administration of all bank accounts; Preparation of accounting reports and Annual Budgets. Payment of all accounts payable; Business Owner liaison.