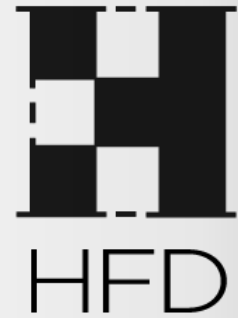


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# HFD – PACT Process

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# *Ask HFD about TQE™*

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## **Total Quality Experience (TQE)**

We want every client to have a Quality Experience with HFD in all aspects of the project from Kick-Off of the Design to the Opening Date of the Hotel (and beyond!)

HFD and all Associates will create a “PACT” to facilitate an environment that provides our Clients, Vendors, Associated Parties, and Internal Associates an experience that enhances our relationships, provides outstanding service, maintains reasonable and accountable expectations, and communicates in a timely and respectful manner.

*“I will not consider HFD a successful company until **EVERY** Client, Vendor, and Associated party is a positive referral”*

*-Mark Logston, COO*

# P.A.C.T.

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**PACT by definition** - To Agree or Promise

HFD's Definition – To Agree or Promise *that we will perform at a 100% level... no matter what*

**PARTICIPATION**... The Act of taking part or sharing

**ANTICIPATION**... Regard as probable, expect or predict

**COMMUNICATION**... The exchanging of information to produce a better understanding an outcome

**TENACITY**... Extremely persistent in adhering to or doing something



# What to Expect

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## ***PARTICIPATION***

- A multi-discipline TEAM from HFD
- Engaging the client & all critical parties to ensure a successful project

## ***ANTICIPATION***

- Leverage our experience to confirm a plan to deliver a successful project
- Provide clear guidance at each step to avoid pitfalls and potential delays

## ***COMMUNICATION***

- Frequent & detailed communication about where things stand & what is coming next
- Clear instructions about actions required by the appropriate parties during the project

## ***TENACITY***

- We will be tenacious in resolving issues, following up on required actions and moving things forward
- This is a key to protecting the project, and dealing with unforeseen issues