



# HFD – PACT Process

---



# *Ask HFD about TQE™*

---

## 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.

---

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

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

# What to Expect

---

## ***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

## ***TENACIOUS***

- 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