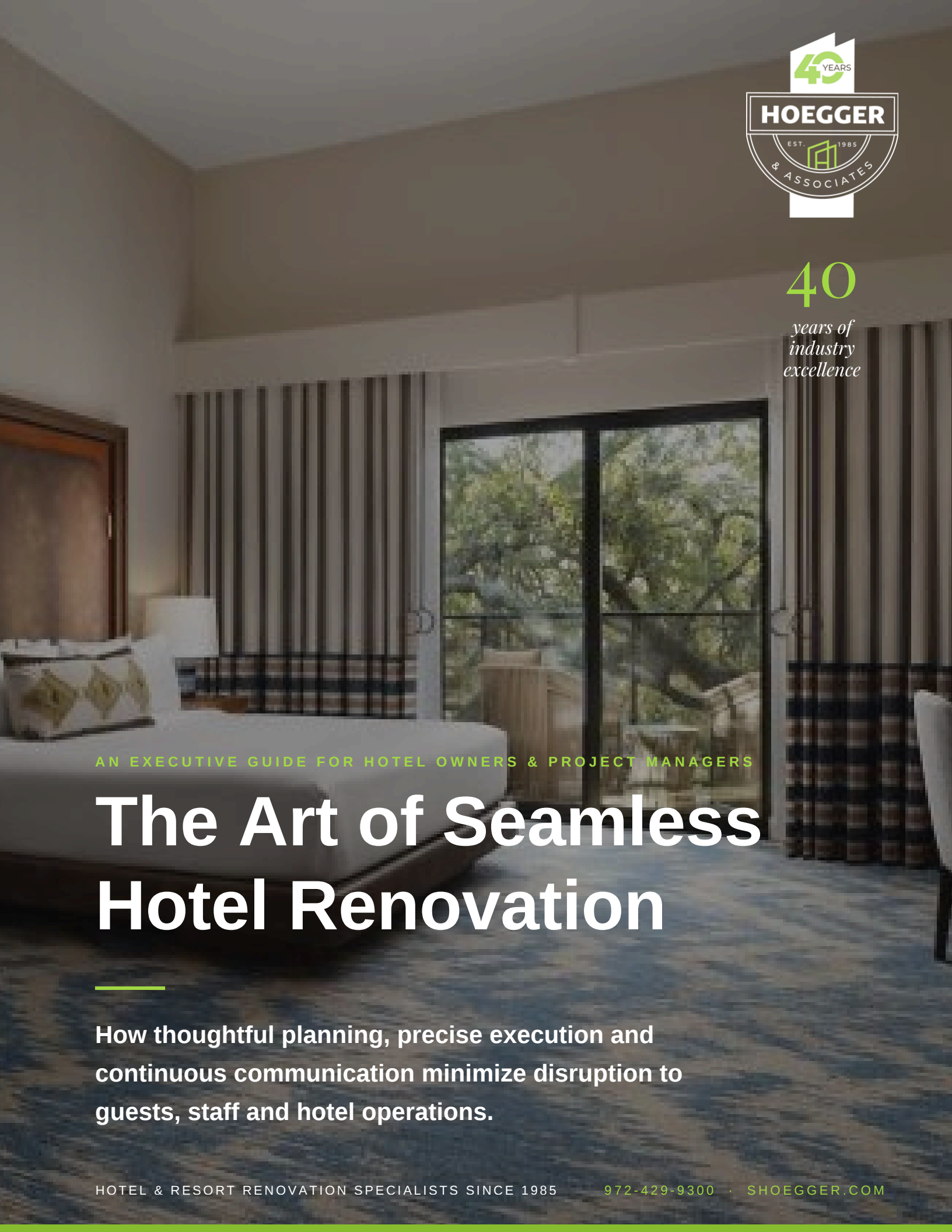


HOEGGER & ASSOCIATES EST. 1985 — 40 YEARS

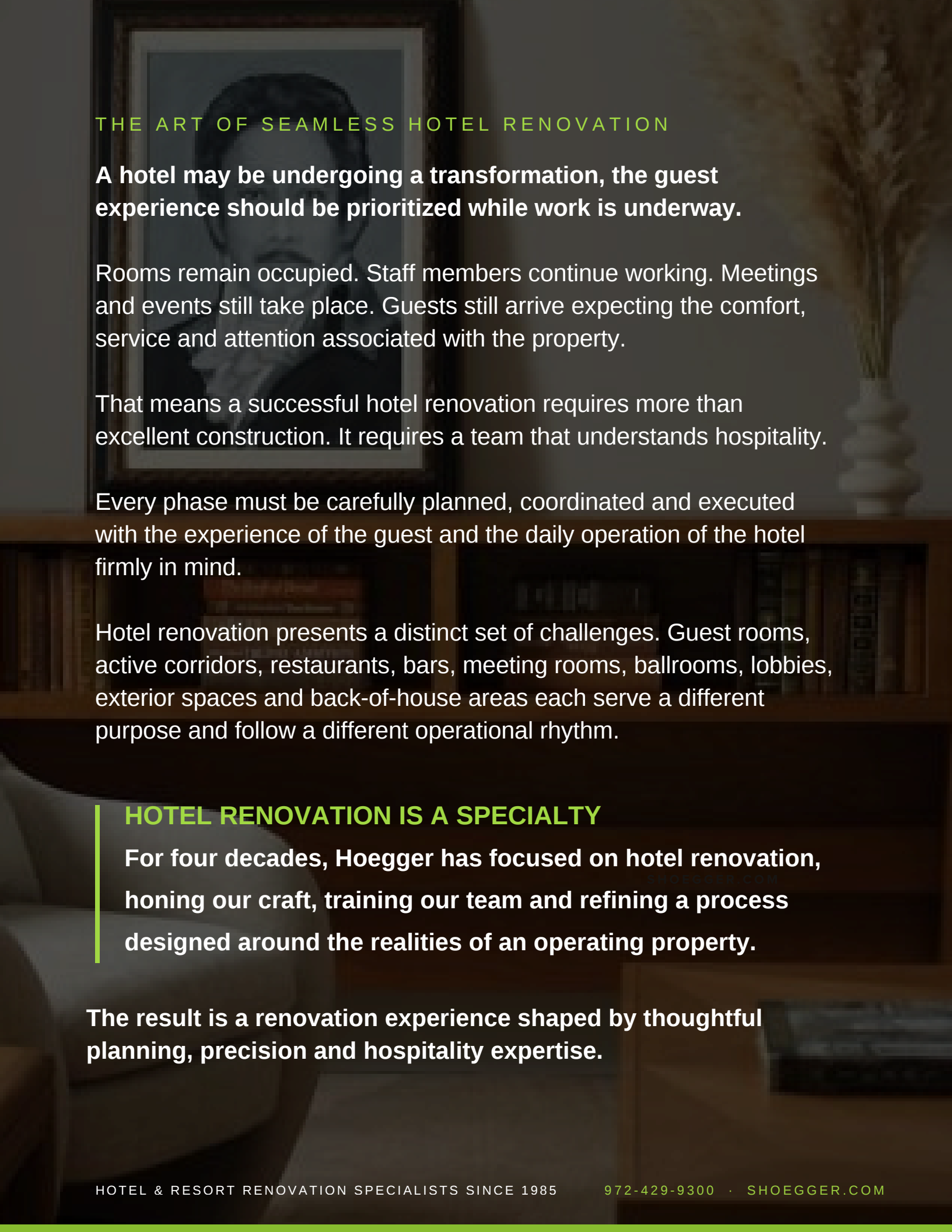
40

years of industry excellence

AN EXECUTIVE GUIDE FOR HOTEL OWNERS & PROJECT MANAGERS

The Art of Seamless Hotel Renovation

How thoughtful planning, precise execution and continuous communication minimize disruption to guests, staff and hotel operations.



THE ART OF SEAMLESS HOTEL RENOVATION

A hotel may be undergoing a transformation, the guest experience should be prioritized while work is underway.

Rooms remain occupied. Staff members continue working. Meetings and events still take place. Guests still arrive expecting the comfort, service and attention associated with the property.

That means a successful hotel renovation requires more than excellent construction. It requires a team that understands hospitality.

Every phase must be carefully planned, coordinated and executed with the experience of the guest and the daily operation of the hotel firmly in mind.

Hotel renovation presents a distinct set of challenges. Guest rooms, active corridors, restaurants, bars, meeting rooms, ballrooms, lobbies, exterior spaces and back-of-house areas each serve a different purpose and follow a different operational rhythm.

HOTEL RENOVATION IS A SPECIALTY

For four decades, Hoegger has focused on hotel renovation, honing our craft, training our team and refining a process designed around the realities of an operating property.

The result is a renovation experience shaped by thoughtful planning, precision and hospitality expertise.

BEFORE WORK BEGINS

By the time the first team members arrive on site, many of the decisions that will shape the renovation experience should already have been made.

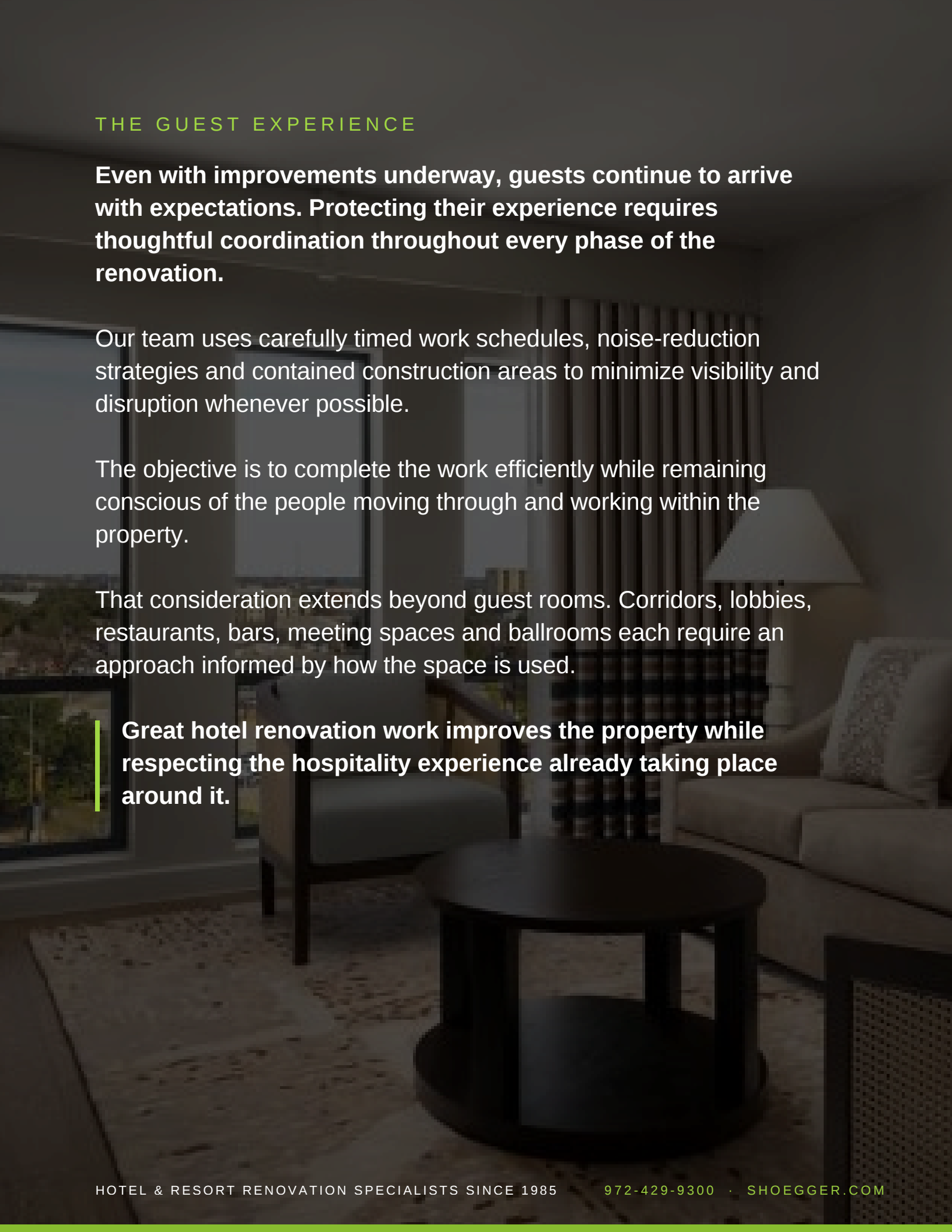
A THOROUGH BID

Our process begins with a thorough bid informed by decades of hotel renovation experience. We work to identify scope issues and potential conflicts early, when they can be addressed collaboratively rather than becoming unexpected obstacles during construction.

A DETAILED PLAN

From there, we create a detailed plan that accounts for the scope of work, project timeline, materials, sequencing and operational considerations of the property.

> **Careful preparation creates confidence and establishes the foundation for a smoother execution.**
>
> **Potential challenges are considered before construction begins. Solutions are discussed. Responsibilities are clarified. The moving parts of the renovation are brought into alignment.**



THE GUEST EXPERIENCE

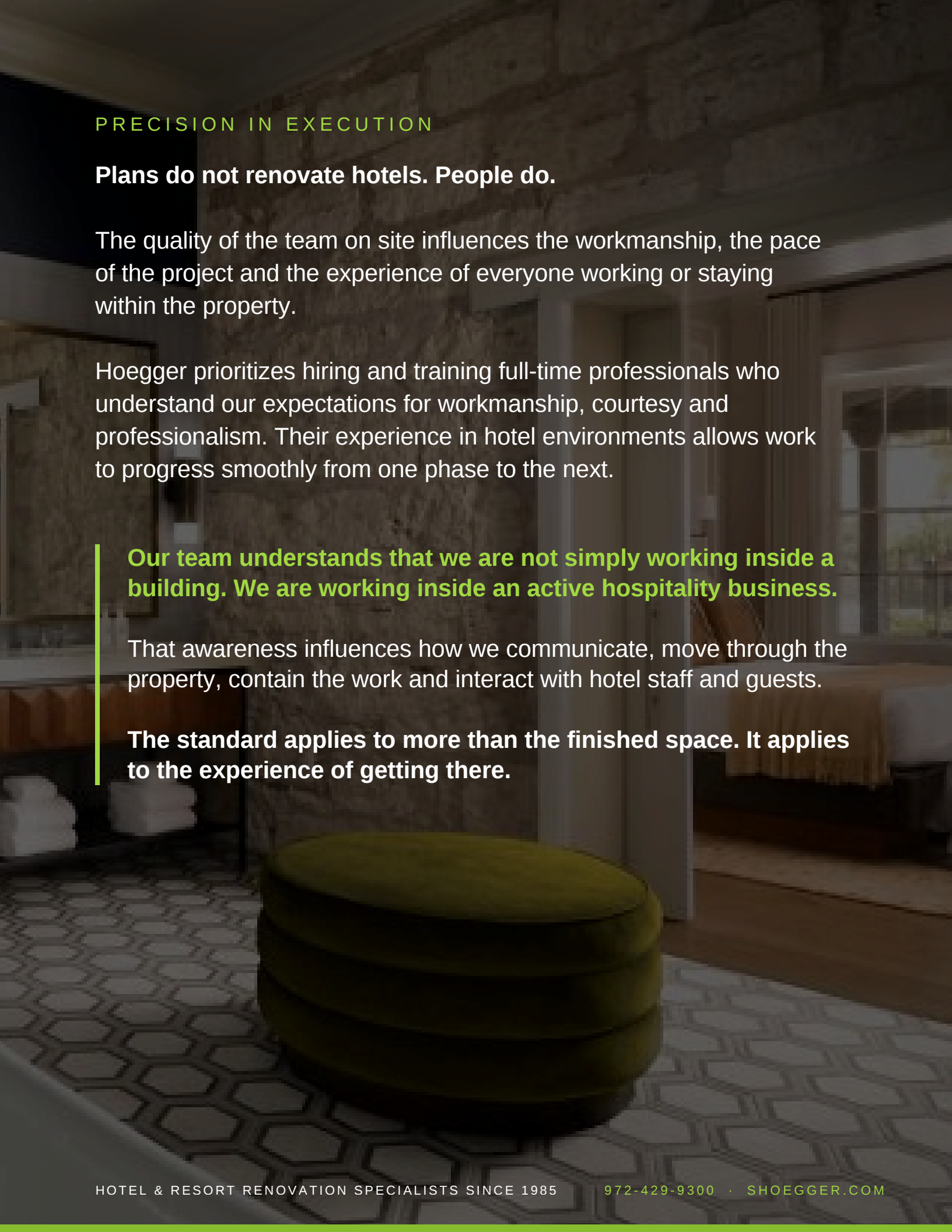
Even with improvements underway, guests continue to arrive with expectations. Protecting their experience requires thoughtful coordination throughout every phase of the renovation.

Our team uses carefully timed work schedules, noise-reduction strategies and contained construction areas to minimize visibility and disruption whenever possible.

The objective is to complete the work efficiently while remaining conscious of the people moving through and working within the property.

That consideration extends beyond guest rooms. Corridors, lobbies, restaurants, bars, meeting spaces and ballrooms each require an approach informed by how the space is used.

> **Great hotel renovation work improves the property while respecting the hospitality experience already taking place around it.**



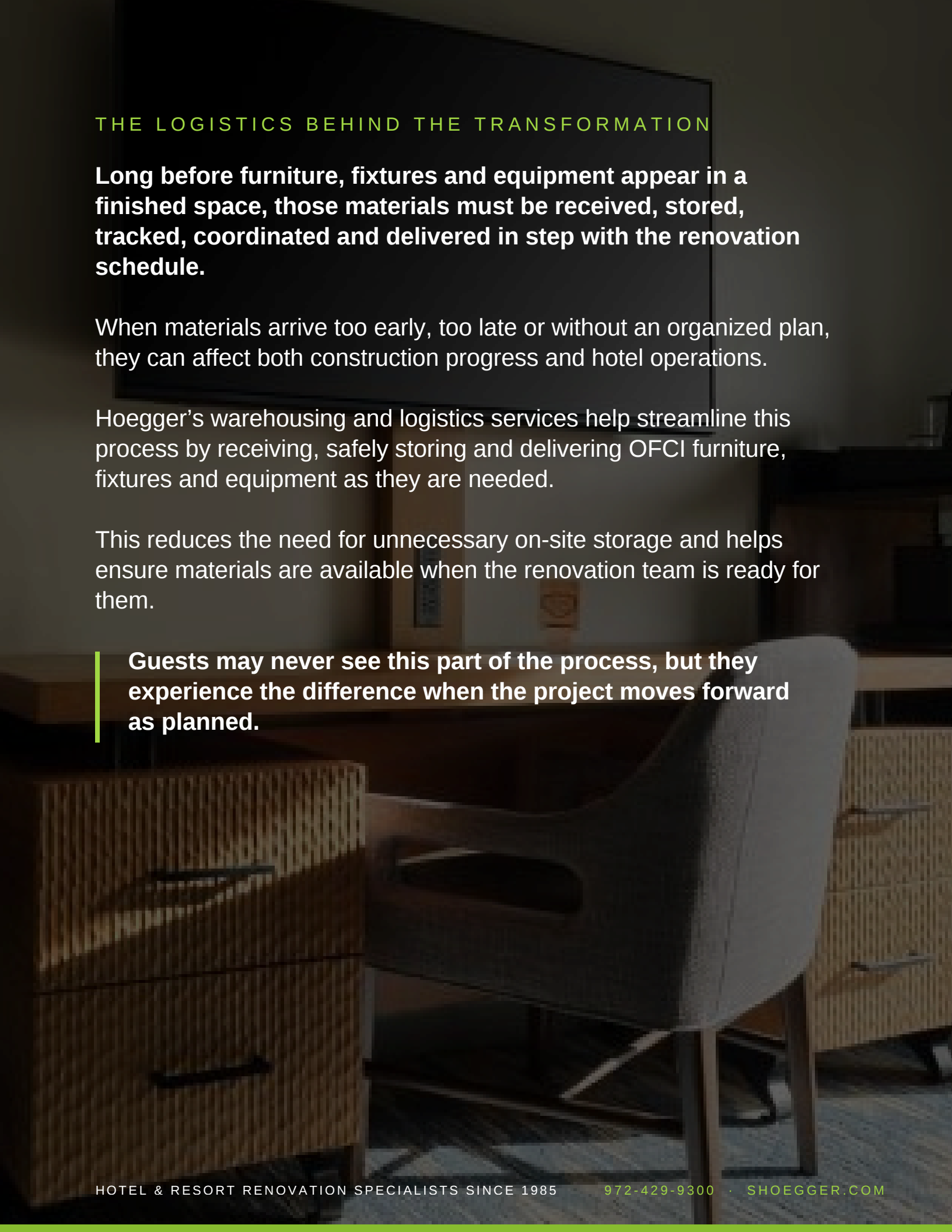
PRECISION IN EXECUTION

Plans do not renovate hotels. People do.

The quality of the team on site influences the workmanship, the pace of the project and the experience of everyone working or staying within the property.

Hoegger prioritizes hiring and training full-time professionals who understand our expectations for workmanship, courtesy and professionalism. Their experience in hotel environments allows work to progress smoothly from one phase to the next.

> **Our team understands that we are not simply working inside a building. We are working inside an active hospitality business.**
>
> That awareness influences how we communicate, move through the property, contain the work and interact with hotel staff and guests.
>
> **The standard applies to more than the finished space. It applies to the experience of getting there.**



THE LOGISTICS BEHIND THE TRANSFORMATION

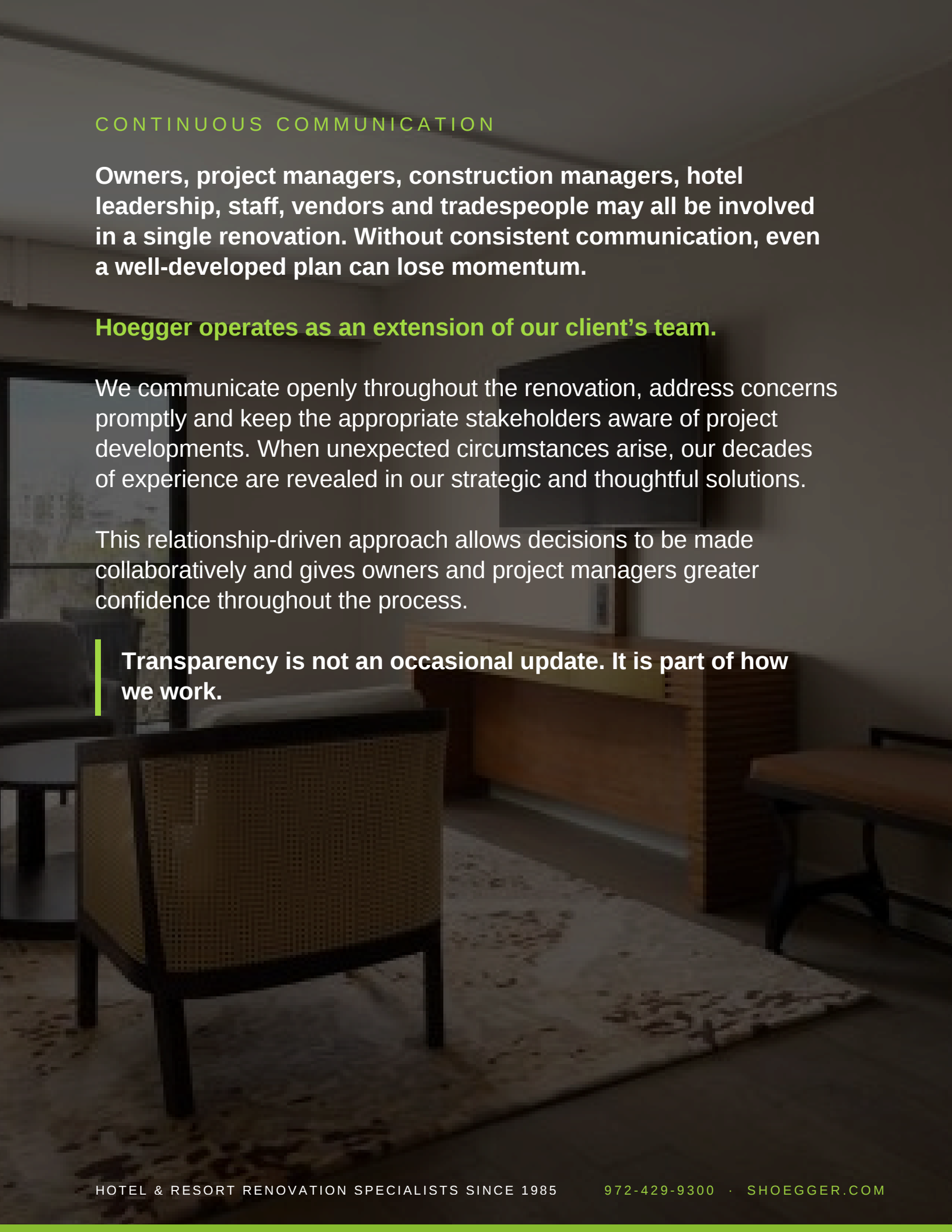
Long before furniture, fixtures and equipment appear in a finished space, those materials must be received, stored, tracked, coordinated and delivered in step with the renovation schedule.

When materials arrive too early, too late or without an organized plan, they can affect both construction progress and hotel operations.

Hoegger's warehousing and logistics services help streamline this process by receiving, safely storing and delivering OFCI furniture, fixtures and equipment as they are needed.

This reduces the need for unnecessary on-site storage and helps ensure materials are available when the renovation team is ready for them.

> **Guests may never see this part of the process, but they experience the difference when the project moves forward as planned.**



CONTINUOUS COMMUNICATION

Owners, project managers, construction managers, hotel leadership, staff, vendors and tradespeople may all be involved in a single renovation. Without consistent communication, even a well-developed plan can lose momentum.

Hoegger operates as an extension of our client's team.

We communicate openly throughout the renovation, address concerns promptly and keep the appropriate stakeholders aware of project developments. When unexpected circumstances arise, our decades of experience are revealed in our strategic and thoughtful solutions.

This relationship-driven approach allows decisions to be made collaboratively and gives owners and project managers greater confidence throughout the process.

> **Transparency is not an occasional update. It is part of how we work.**

FROM GUEST ROOMS TO PUBLIC SPACES

A hotel is not experienced as a collection of unrelated rooms. The lobby establishes an arrival. Corridors connect the guest journey. Restaurants and bars create gathering places. Ballrooms and meeting rooms support events and revenue. Back-of-house spaces help the entire operation function.

Whether the project involves guest rooms, villas, public spaces, exterior improvements or a broader property transformation, every area requires careful attention to its function.

Our team works closely with owners and hotel managers to complete renovations with precision while remaining mindful of guests, staff and daily operations.

The finished spaces should not simply look better. They should support the way the hotel welcomes, serves and moves people.

EXCLUSIVE FOCUS. MEANINGFUL EXPERIENCE.

Four decades devoted to understanding and refining every aspect of the hotel renovation process gives Hoegger an unmistakable edge. Our team is prepared for projects of all scopes and sizes, from business hotels to boutique hotels and luxury resorts.

QUALITY BEFORE THE WALKTHROUGH

The client's final walkthrough should not be the first detailed inspection.

Before that moment, the Hoegger team performs its own meticulous inspection of the work. A detailed punch list allows us to identify and address final items before presenting the completed space to the client.

This process reflects the same attention to detail that begins with the bid and continues throughout planning, execution and project management.

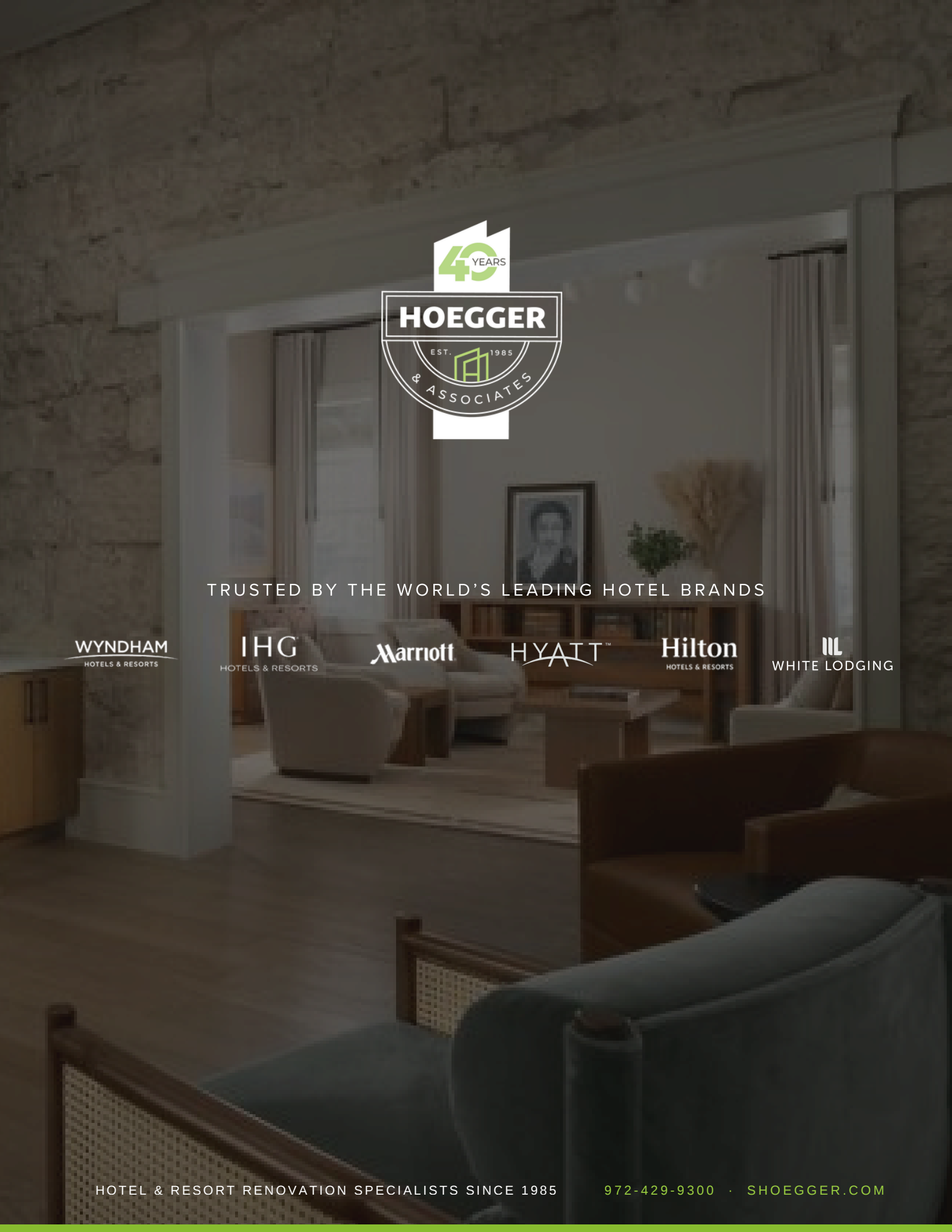
The final walkthrough should feel like the culmination of a well-managed process, not the beginning of another list of concerns.

From the first estimate to the final touches, quality is considered at every stage.

THE HOEGGER STANDARD

SHOEGGER.COM

Integrity. Quality. Relationship-driven service. Experience and expertise. Peace of mind. These commitments create an experience our clients recognize as The Hoegger Difference.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