

PEAK READINESS PLANNER

XCLUSIVE SERVICES

This worksheet facilitates Xclusive's Season Readiness Reviews to map demand cycles, identify operational pressure points, and explore where additional support could strengthen service consistency.

Your Landscape of Demand

Peak seasons influence service consistency, team morale, and brand standards.

Understanding these impacts helps clarify priorities.

- Maintaining service consistency
- Team fatigue or burnout
- Guest experience pressure
- Scheduling flexibility
- Last minute adjustments

Notes:

Protecting the Guest Experience During Busy Periods

Peak seasons influence service consistency, team morale, and brand standards. Understanding these impacts helps clarify priorities.

- Spring travel and spring break
- Summer vacation or global travel
- Fall tourism and regional events
- Other _____
- Festival or event season
- Convention and group travel
- Holiday travel and banquets

Notes:

Where Does Your Team Feel the Most Strain During Peaks?

Peak demand impacts every department differently. Identifying pressure areas helps clarify where operational support could have the greatest impact.

- Housekeeping and room attendants
- Public area or janitorial services
- Banquets and events
- Food and beverage service
- Culinary or kitchen support
- Front office or guest services
- Stewarding or back of house
- Other _____

Notes:

How Are You Preparing for Peak Seasons Today?

- Overtime for core teams
- Visa Employees
- Temporary staffing
- Agency support
- Cross training staff
- Reactive hiring close to peak periods
- Limited adjustments and team absorbs demand

Where Additional Support Could Strengthen Operations?

Many hotel leaders look at peak seasons through the lens of operational support rather than headcount alone.

- Temporary or seasonal staffing
- Ongoing operational support
- Direct hire or permanent roles
- Leadership or supervisory hires
- Not sure yet exploring options

Looking ahead three to six months, are there departments you expect to grow?

- | | |
|--|--|
| <input type="checkbox"/> Housekeeping | <input type="checkbox"/> Food and Beverage |
| <input type="checkbox"/> Janitorial | <input type="checkbox"/> Front Desk |
| <input type="checkbox"/> Sales and Marketing | <input type="checkbox"/> Management |

If one thing could change before your next peak period, what would it be?

What success looks like?

Generally, what are your goals to leverage peak demand? Rank your priorities from one to five, with one being the biggest priority:

- ___ Occupancy
- ___ RevPAR
- ___ Reputation
- ___ Return business
- ___ High customer satisfaction

