



HOTEL INTELLIGENCE SERVICES

— INSIGHT | STRATEGY | EXCELLENCE —

Intelligence Today. *Value* Tomorrow.

SYSTEM 01 · OPERATIONAL DISCIPLINE

HIS *SOP System*

A complete, fully branded Standard Operating Procedure platform: 378 SOPs, 74 checklists, 17 departments, delivered on your own server, ready to run on day one.

378 SOPS · 74 CHECKLISTS · 17 DEPARTMENTS

THE DISCIPLINE

Consistency is the hardest thing to hold across your property.

Standards live in people's heads, in a binder nobody opens, in “the way we've always done it.” One person leaves and the standard leaves with them. A working library of 378 SOPs and 74 checklists, written to five-star standards, gives every department one written, signed, current way to operate, from day one.

*I***Standard Control**

378 SOPs and 74 checklists across 17 departments, written to five-star standards in one consistent format with clear ownership.

*II***Operating Control**

Your team opens day one against a real standard, role-based and branded as your own portal. Not a half-finished binder.

*III***Audit Control**

Every document version-controlled, signed and dated, so what your team follows is always the current, approved standard.

WHAT IT DOES

378 Ready-to-Run SOPs — every department covered, written to five-star standards.

One Branded Portal — your property name, logo and service language throughout.

Version Control & Audit Trail — every document signed, dated and current.

Self-Hosted on Your Server — your operational data never leaves the property.

74 Department Checklists — field-ready checklists across all 17 departments.

Role-Based Access — GM, HOD, staff, auditor and HQ each see exactly what they should.

95% Ready, 5% Yours — adapt names, cut-off times, roles and KPI targets in minutes.

First Year Included — free updates and full support for the first 12 months.

Proven SOPs. Consistent results.

Every procedure is structured around the operating frameworks taught at the world's leading hospitality schools, including Cornell, and the brand-standard disciplines used by international hotel groups and premier safari operators. **Not a blank template pack — a working operations library.**

INSIDE THE LIBRARY

Every department. *Every standard.*

From city hotel to remote safari camp: 17 departments, 378 procedures, 74 checklists, one searchable portal. Safari Operations is a full standalone department — game drives, walking safaris, bush dining, askari security, medevac protocol and off-grid systems — not a hotel add-on.

DEPARTMENT	SOPS · LISTS	DEPARTMENT	SOPS · LISTS
Executive Management	21 · 4	Food & Beverage	43 · 7
Human Resources	24 · 4	Kitchen	25 · 4
Finance	27 · 6	Purchasing	18 · 4
Sales & Marketing	22 · 4	Stores	8 · 3
Revenue Management	16 · 4	Engineering	23 · 4
Reservations	20 · 4	Security	20 · 4
Front Office	26 · 5	Quality Assurance	18 · 3
Housekeeping	26 · 5	Safari Operations ★	23 · 5
Laundry	18 · 4	Total, all departments	378 · 74

DOCUMENT STRUCTURE

1 Purpose, Scope & Definitions

What the procedure achieves, where it applies, what is excluded, and key terms defined precisely.

3 Step-by-step procedure

Numbered steps, each with a clear standard — never “check the room”.

5 Health, safety & risk

Guest safety, staff safety, food and chemical handling, dangerous animal exposure.

2 Responsibility (RACI)

Every activity mapped to who is Responsible, Accountable, Consulted and Informed — ownership explicit.

4 Brand & quality standards

The non-negotiables that define your property's character, whoever is on shift.

6 KPIs, forms & version control

Measurable targets, named forms and equipment, signed and dated revisions.

A fully governed 12-section structure, in every document.

Not a bullet-point checklist — a version-controlled procedure with ownership assigned at every step. The standard five-star hotel groups and premium lodge operators are expected to maintain.

LIVING WITH THE SYSTEM

Installed in a day. *Embedded for good.*

A standards library only works if it is used on shift, not admired in a binder. The portal is built for the daily rhythm of a property — the morning briefing, the duty checklist, the spot audit, the new starter's first week.

378
standard operating
procedures

74
field-ready checklists

17
departments covered

12
governed sections per
document

1 Install & brand

The portal goes onto your server carrying your name, logo and service language, with role-based access configured for GM, HODs, staff, auditors and HQ.

2 Tailor the 5%

Property names, cut-off times, staff roles and KPI targets adapted in minutes — **the five-star standard stays intact underneath.**

3 Train against the written standard

New starters read the procedure before the shift, supervisors brief from it, the checklist runs the day. “The way we’ve always done it” becomes the way it is written.

4 Audit & keep current

Every document version-controlled, signed and dated. An auditor, a new GM or HQ reads the same current standard your team works from — **always audit-ready.**

ON A NORMAL DAY

- The duty manager prints the shift checklist
- A new starter reads the standard before first shift
- The HOD spot-checks a room against the written standard
- HQ audits any property without travelling

WHAT IS INCLUDED

- The full library — 378 SOPs, 74 checklists
- Your branded portal, installed on your server
- Role-based access configured to your structure
- First year of updates and full support included

The standard stays when people move on.

People leave, transfer and get promoted. The written standard stays — current, signed and owned. **That is what consistency actually is.**

THE STANDARD BEHIND THE SYSTEM

Built to the standards *the industry teaches.*

The library was not written in a vacuum. Every procedure is structured around the operating frameworks taught at the world's leading hospitality schools and the audit disciplines the luxury ratings are scored against.

Operational ExcellenceCORNELL NOLAN SCHOOL OF
HOTEL ADMINISTRATION

Cornell's operations teaching rests on one principle: quality is consistency at every touchpoint, on every shift. Consistency needs a written, current standard for every task — which is precisely what a governed SOP library provides.

Luxury Service Audits

FORBES TRAVEL GUIDE · LQA

Forbes inspectors score properties against hundreds of documented standards, and roughly three quarters of the score is service. Leading Quality Assurance audits work the same way. Properties working toward stars are audited against written procedures — the format this library is built in.

Professional CertificationAHLEI · CERTIFIED HOTEL
ADMINISTRATOR

The American Hotel & Lodging Educational Institute's curricula treat documented, owned procedures as the baseline of professional hotel administration. The library's 17-department structure and explicit RACI ownership follow the same discipline.

Pre-Opening PracticeINDUSTRY PRE-OPENING
PLAYBOOKS

Standard pre-opening practice budgets two hundred plus SOPs and three to four months of writing before a property opens its doors. The library ships with 378, written to five-star standard, ready to brand and tailor — the single largest time saving on a pre-opening critical path.

Designed by a Certified Hotel Administrator.

Every HIS system is designed by founder Joel Papenfus, CHA — a Certified Hotel Administrator (AHLEI), hotel General Manager and Divisional Operations Manager, with more than 25 years in four- and five-star hotels, resorts, safari lodges and cruise ships. The systems grew out of that career: operational knowledge refined into software.

Write nothing from scratch. Prove everything on paper.

Hotel schools teach the framework. The ratings audit against it. The library hands it to your team, written, on day one.

WHO IT IS FOR

One library. *Three journeys.*

NEW & PRE-OPENING

Open faster. Run tighter.

Skip 6–12 months of writing procedures from scratch. Open with a complete, professionally structured operations manual in place, staff trained against written standards from shift one — then tailor the 5% that makes it yours.

EXISTING & ESTABLISHED

Replace scattered knowledge.

Replace the scattered drives, outdated binders, WhatsApp voice notes and tribal knowledge with one current, controlled library — and close the gaps before an audit, a new GM or a key departure finds them first.

GROUP-MANAGED PROPERTIES

One standard. Many properties.

Deploy a common baseline across city hotels, beach resorts, bush lodges and fly camps. HQ monitors compliance, audits any property live, and pushes updates across every site at once.

95% ready, 5% yours.

Adapt names, cut-off times, staff roles and KPI targets to your property in minutes. Your team opens day one against a real standard, role-based and branded as your own portal — not a half-finished binder.

THE TERMS

- ✓ Self-hosted on your own server — data never leaves the property
- ✓ Branded with your name, logo and service language throughout
- ✓ Role-based access: GM, HOD, staff, auditor and HQ
- ✓ Once-off licence to your property, not a subscription
- ✓ First year of updates and full support included
- ✓ Version-controlled, signed and dated — always audit-ready

REQUEST A QUOTATION

Proven SOPs. Consistent results.

The full library installed on your server, branded as your own, tailored to your property and live with your team trained against a real standard from day one.

hello@hisintel.co.za · hishotelsystems.com · Licensed once, never rented