



COMPLETE

HOSPITALITY

Visit: www.complete-hospitality.co.uk | Email: info@complete-hospitality.co.uk

About us

Complete Hospitality is an independent consultancy which uses knowledge and experience as successful hotel owner operators to provide hospitality businesses with realistic solutions and a staged approach to better profitability and overall business improvement.

We have worked with some of the world's leading hotel brands including Hilton, IHG and Best Western, providing us with expert commercial knowledge. Couple this with practical experience and responsibility of operating our own independent hotels and born is Complete Hospitality, the complete solution to your hospitality business.

Our directors have worked across the hospitality sector in 3, 4 and 5 star properties. New build hotel projects, including Hilton, development of existing hospitality operations and the rebranding and relaunch of properties have all been undertaken.



BUSINESS ESTABLISHMENT

As experienced hotel operators, we can guide you through the process of establishing your new business venture. From recruitment to distribution, reputation management to cost control we can put you on the right track.



BUSINESS IMPROVEMENT

Complete Hospitality understand the operational constraints hospitality businesses face, yet are able to review your operation and provide you with constructive feedback and strategic actions to drive revenue and deliver exceptional returns.



BUSINESS DEVELOPMENT

In the fast-paced hospitality arena, keeping up can often be tough. Complete Hospitality can facilitate unlocking the potential in your business, provide technology solutions and industry knowledge to take your business forward.

Our services

At Complete Hospitality we are able to provide specialist knowledge for all areas of your business.

Our team possess practical experience of all hospitality disciplines, however, should intensive specialist support be required, our network of selected partners can assist to deliver this.

Commercial

Revenue Management
Sales & Marketing
Performance Analysis

Operations

IT & Systems
Property & Maintenance
Health & Safety

Finance

P&L Reviews
Reporting
Procurement & Controls

HR

Recruitment & Selection
Compliance
Training & Development

Our team

Director

Mervyn Parrish, BA | MIH

An experienced and dedicated industry professional with extensive knowledge of all aspects of hospitality including hotels, restaurants and outdoor events.

First-class analytical and problem-solving skills. Proven leadership qualities which include managing, developing and motivating teams and businesses to achieve their objectives.

Long term strategic planning ability to develop and market businesses. Multi brand experience including Hilton, IHG, Best Western and Choice in roles including Operations Director and General Manager.

Owned and operated three hotels which all developed and were sold within three years.



Director

John Teasdale, BA (Hons) | MIH

A dedicated hospitality professional with a unique blend of practical and strategic experience and a proven track record in delivering excellent owner returns. Driven to maximize revenue generating opportunities and deliver exceptional profit conversions, without compromising customer experience. A task orientated project manager with a reputation of delivering on time and to budget. A strong commercial leader possessing outstanding work ethic and integrity, who strives to empower and develop teams to achieve exceptional results. Customer focused with a key emphasis on standards delivery and the importance of guest journey. Championed excellence in cost control measures and efficiency drivers to ensure achievement of targeted KPI's.

Our clients include



Brands we have worked with

