



ABOUT US

Our President and CEO, John Oppenheimer, launched Seattle-based Columbia Hospitality in 1995 after being selected by the Port of Seattle to manage the new Bell Harbor International Conference Center on Seattle's waterfront. Since its inception, the company has steadily grown its portfolio, employing more than 800 team members at properties in Washington, California, and Portugal.

The core values, clear vision, and strong passion for customer service that helped John win the original Bell Harbor management contract have been an integral part of Columbia Hospitality's growth. It's the belief in these core values that has kept Columbia's focus on hospitality, guest experience, and profitability through periods of sustained growth, including a six year period when the Puget Sound Business Journal repeatedly named Columbia Hospitality one of the "Fastest Growing Private Companies in Washington State".

In addition to expanding our management portfolio, Columbia has consulted on over 80 hospitality projects worldwide. Our consulting division has provided market assessments, pre-opening sales, marketing, programming assistance, and pro forma development services for a wide range of hospitality projects.

At Columbia Hospitality, our mission is to create exceptional experiences, unique opportunities, and phenomenal results for our guests, team members, and owners. Contact us today, and let us help you achieve success.

HOTEL MANAGEMENT

Columbia Hospitality not only has the expertise and infrastructure in place to successfully manage your hotel or resort, we also have a strong, proven track record of success. Our properties are leaders within their market segments on the things that matter most; customer and team member retention, marketing effectiveness, service and product quality, and ultimately, return on investment.

Our hands-on executive team provides detailed oversight in all aspects of hotel and resort operations, including:

- Rooms
- Food & Beverage
- Spa
- Sales
- Marketing
- Human Resources
- Accounting
- Asset Protection
- Capital Improvements
- Training and Development
- Technology

Recognizing that no two properties have the same operational needs, Columbia works with owners to structure management contracts that consider each property's strengths and how best they can be supported. Our goal is to provide the services needed, at a cost that ensures ownership an optimal long-term return on investment.



CONFERENCE CENTER MANAGEMENT

With over 120,000 square feet of meeting space at three distinct properties, Columbia Hospitality is the Pacific Northwest's largest conference center management company. Columbia's experience includes management of both public and privately owned facilities, and the long term relationships we enjoy speak to our results in both arenas.

Here are a few reasons why Columbia Hospitality is the best choice to manage your conference facility:

- Aggressive local and national sales and marketing focus
- Unparalleled technology and systems expertise
- Exceptional facilities management and asset protection focus
- Strong customer experience ratings and employee retention history
- High quality food & beverage programs unique to each venue

Regardless of the size or complexity of your facility, Columbia Hospitality can provide management services that protect your asset and provide an industry leading return on investment. For more information, please contact us at 206.239.1800.

DEVELOPMENT

Building, renovating, and re-positioning hotels and resorts requires unique skills and strong depth of experience. Columbia Hospitality can manage the process from concept through opening, including feasibility study, pro forma development, project management, marketing plan development, FF&E and systems recommendations, and pre-opening planning and management.

Following are examples of recent development assistance we've provided:

- Pre-opening planning and management for a 200-room mixed-use development and hotel in Bellevue, Washington
- Hotel planning and corporate conference center development for a NW based software company
- Market research for a mixed-use hotel development for Schnitzer Northwest
- Full development services including feasibility, site selection, development, programming and operations for the 110-room Cedarbrook Conference Center in SeaTac, Washington



CONSULTING

For some hospitality projects, an expert opinion is all that is required. Columbia's highly respected executive team has the diverse background and complimentary skills needed to evaluate all aspects of hotel, resort, conference center, and food and beverage projects, including:

- Market research and positioning studies
- Feasibility studies
- Concept development and design
- Strategic business audits and operational analysis
- Acquisition analysis

Following are examples of recently completed consulting projects:

- Economic development projects for the Port of Seattle
- Multiple operational assessments for largest casino operators in the state of Washington
- Feasibility and planning for a lodging, residential and fractional project in Chelan, WA
- Condominium-hotel sales and marketing consulting for the Four Seasons Whistler
- Operational analysis for the highest volume food service operator in the state of Washington
- Homeowners Association representation in regards to contractual performance, operational budgets and capital projects for The Residences at the Little Nell in Aspen, Colorado

We bring a unique and tailored approach to each of our consulting projects, providing a successful foundation for a profitable business. Please contact us for more information on Columbia Hospitality's consulting services.

ASSET MANAGEMENT

Columbia Hospitality recognizes that property owners need assistance in navigating branded management companies. As an asset manager, our role is to ensure that ownership's objectives and goals receive first priority. To achieve this we act as the owners agent, working directly with the management company to provide oversight on all facets of property operation. This can include:

- Annual operating budget review
- Monthly income statement and balance sheet review
- Evaluating operational effectiveness and concept viability
- Reviewing market penetration and competitive set metrics
- Evaluating sales and marketing strategies and tactics
- Capital improvement recommendation and budget review
- Asset protection and risk management evaluation

Asset Management arrangements can provide peace of mind to ownership. They can also improve RevPAR and market penetration, increase property valuation, enhance customer service, and improve employee retention. Columbia Hospitality has experience working with both private and public ownership as well as branded and non-branded management companies.



VALUES

At Columbia Hospitality, the foundation for our success is based upon core principles whose values drive our interactions with guests, team members, and owners.

ENTHUSIASM

We bring passion to every aspect of what we do.

RESPECT

We treat all people with courtesy and regard.

CREATIVITY

We apply our imagination to innovate and improve guest experiences.

HONESTY

We act with integrity and are truthful in our interactions.

SINCERITY

We are genuine in expressing our professional opinions.

ACCOUNTABILITY

We take responsibility for the results of our actions.

We are a premier hospitality management and consulting company. We are also: Entrepreneurial. Collaborative. Nimble. And a bunch of nice people. And we really do live by our values: Honesty. Sincerity. Respect. Accountability. Creativity. Enthusiasm. We bring people together. We create exceptional experiences for our guests and team members. We achieve phenomenal results for our property owners.

Find out more about how Columbia Hospitality can transform your vision into an enduring and profitable business with raving fans. We introduce ourselves here, but please contact us to learn more.

CONTACT INFORMATION

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