



EXCEL GM™

Industry Leading GM Training & Development Solutions

Better GM's. Better Teams. Better Outcomes.

What is the EXCEL GM™ Program?

The EXCEL GM™ Program is a comprehensive and powerful set of leadership concepts, models, tools and coaching that reduce GM turnover and increase productivity.

Delivering scalable, measurable and personalized leadership development for General Managers.

Why FiveSeven?

We're solving the problem of GM turnover and performance development.

Proven results you can measure.

- Annual turnover reduction of 30% - 60%
- YOY turnover reduction of 100%
- 78% increase in employee engagement
- 83% increase in leadership proficiency



The obvious choice: GM retention, increased productivity and bottom line results you can take to the bank.

① The real impact and cost of GM turnover:

Lost sales- (reduced or no focus on sales activity)

Overtime hours and added labor

Failed quality scores and out of order rooms

Additional training hours

Negative customer scores and impact on EBITDA

The Problem: *GM Turnover Costs



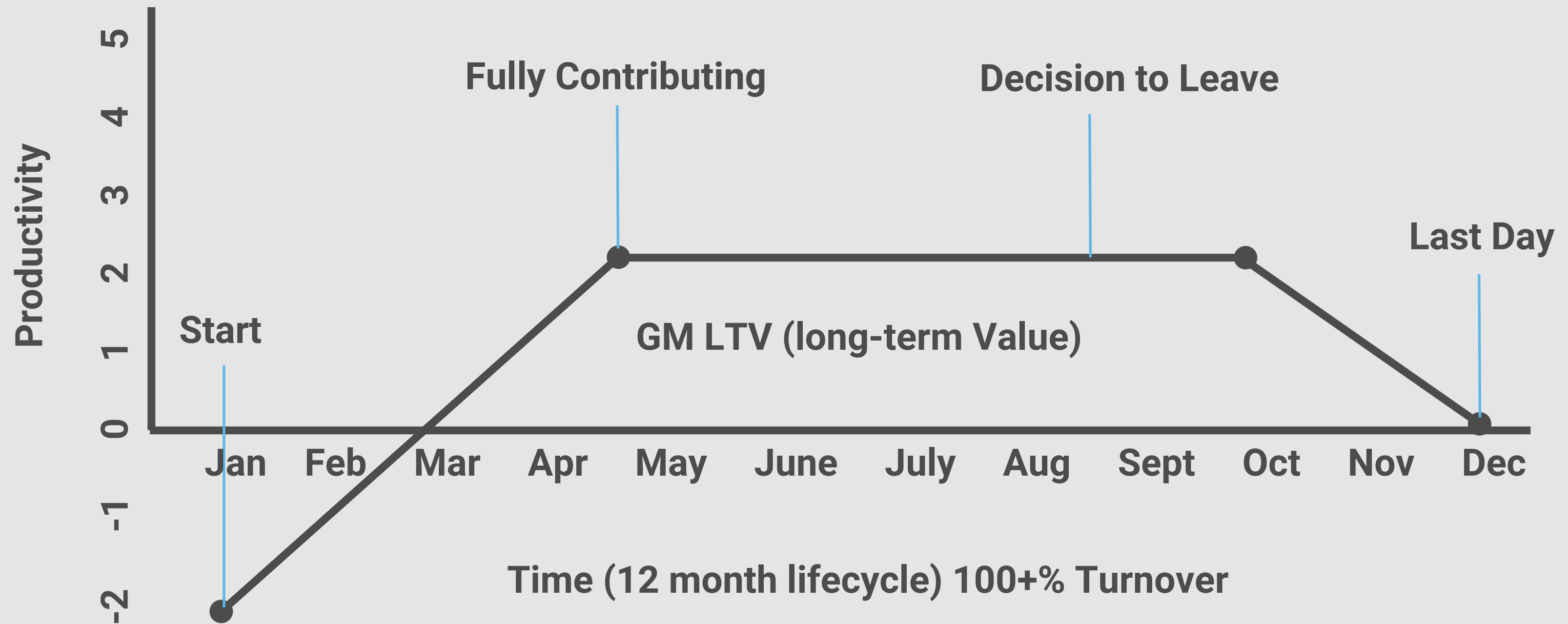
Turnover Costs

100 GM's	=	\$2,200,000
500 GM's	=	\$11,000,000
1000 GM's	=	\$22,000,000

*Human Capital Benchmarking Report SHRM (2016)

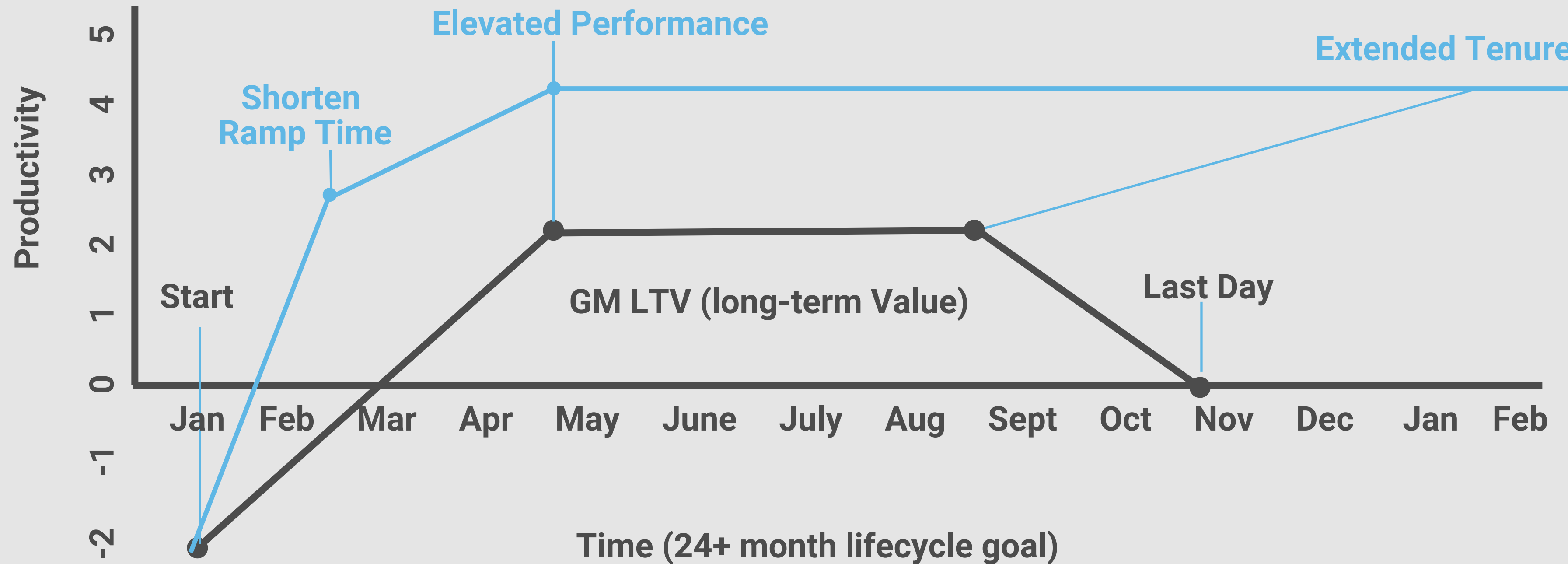
The Problem: Current GM Lifecycle

- Prolonged ramp up
- Limited productivity
- Shortened tenure



The Solution: EXCEL GM Lifecycle

- Decrease Ramp Time
- Elevate Performance
- Extend Overall Tenure





EXCEL GM™ 2 Year Program Turnover Results

Reducing Turnover

2020 EXCEL GM turnover - vs peer group:

↓ 30.6%

Non-EXCEL GM Count (86)

Turnover rate = 18.6%

*Cost per lost GM = \$22,160

Number of GM's lost = 16

GM turnover costs = \$354,560

EXCEL GM Count (31)

Turnover rate = 12.9%

*Cost per lost GM = \$22,160

Number of GM's lost = 4

GM turnover costs = \$88,640

30.6% reduction between EXCEL & Non-EXCEL GM's

Savings of \$265,920

2021 EXCEL GM turnover - vs peer group:

↓ 60.8%

Non-EXCEL GM Count(64)

Turnover rate = 51%

*Cost per lost GM = \$22,160

Number of GM's lost = 33

GM turnover costs = \$731,280

EXCEL GM Count (56)

Turnover rate = 20%

*Cost per lost GM = \$22,160

Number of GM's lost = 11

GM turnover costs = \$243,760

60.8% reduction between EXCEL & Non-EXCEL GM's

Savings of \$487,520

"The program is transformational"

"It reduced turnover..."

"Staff morale is at an all-time high"...

"My merit scores increased..."

"I have more accountability"

"The camaraderie is vital for solving operational problems"

GM Testimonials

“Excel has allowed me to unlock the mental aspect of my leadership skills, and to be clear, I have grown and matured into a better leader/general manager. I wouldn’t be a stronger leader, having the desire to keep learning and growing if this program didn’t exist” – Jermaine B.

“I have been a student of the Excel Program with Five Seven Solutions for two years, and I have a hard time describing just how impactful this Leadership Program has been to my professional life. I can only describe it as transformational. I have used lessons learned to better myself as a manager and team leader, which has resulted in a measured increase in my individual Merit Scores over the past two years. I have also seen a significant and recognizable change in my staff’s engagement, and Guest Experience Scores have been steadily rising. Staff morale is at an all-time high, and staff turnover is at an all-time low.” – David P.

“Through the EXCEL program I have learned time management, delegation, conflict management and patience. I've learned to focus on the things that are urgent while delegating the things that I know my staff are cable of doing. Specifically, the C.O.A.C.H. framework has helped bring out the best in my team. I can now guide them through obstacles and goals. I’ve been doing more one-on-one meetings with my team to build work relationships that result in improved performance”. – Cassandra S.

We ask, "did EXCEL GM™ help you improve in leadership proficiency"?

All GM's measure an 83%-100% increase in all 11 leadership proficiency categories.

- Overall leadership ability
- Team building skills
- Communication skills

- Listening skills
- Mentoring/Coaching skills
- Decision making skills

- Motivating others
- Self-awareness
- Level of engagement

- Ability to solve conflict
- Ability to build an engaged team

FiveSeven Scope

EXCEL GM™

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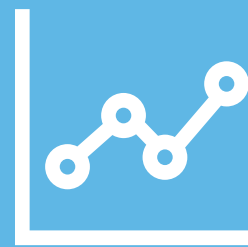
- Leadership & Operational Development
- Sales Training & Coaching
- GM Assessments
- GM Bi Dashboards
- EXCEL Certification



New in 2022!

EXCEL Talent Bi™

"Empowering front-line decision maker performance with data-driven insights"



We measure - KPI Progress

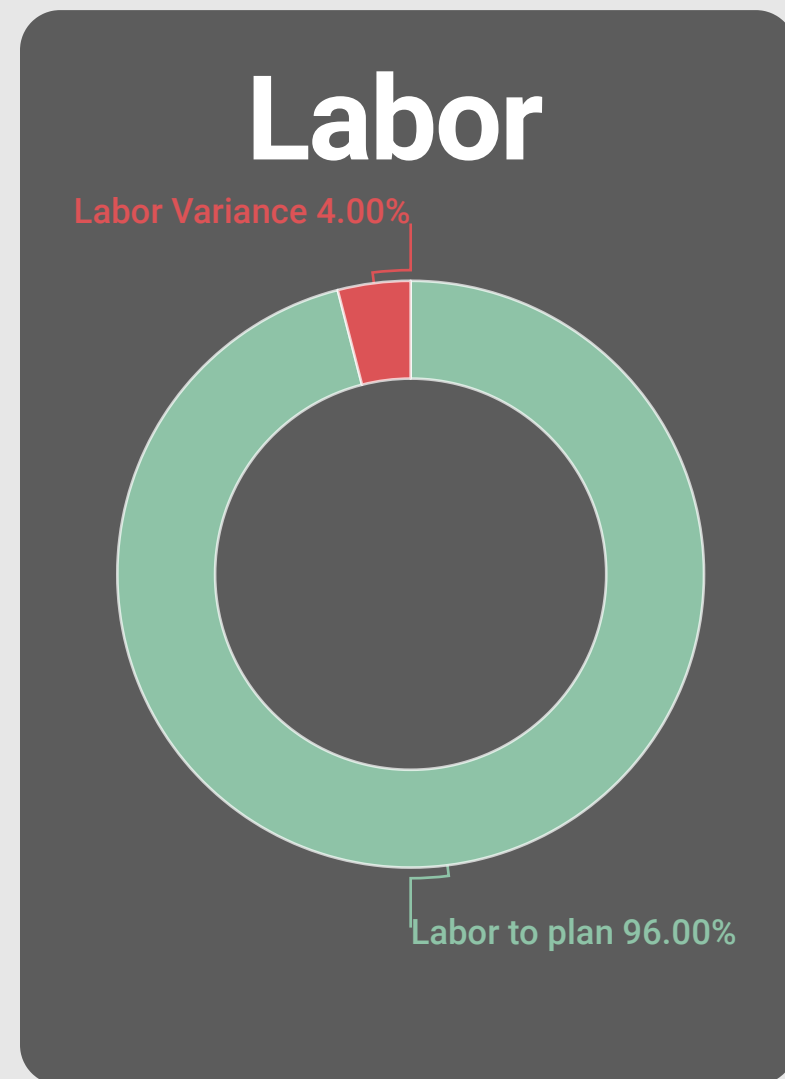


We alert - Leaders and Managers



You prioritize - The Right Actions

1. We measure - KPI Progress



2. We alert - Leaders and Managers



To: Jane (GM)

Jane, congratulations, you've reached your labor goal for this month! Great job leading your team in this important area!



- Or -



To: Jane (GM)

Jane, you've not yet hit your labor goal for this month; let's work together and create a plan that gets you to your goal!



mylaborplan.com/GM1234



3. You prioritize - The Right Actions



GM completes web plan -
Shared with
RDO/SVP/Other



We are laser-focused on developing your GM's.

Organizations that invest in leadership development

perform better than those that don't. It's that simple. Several independent, in-depth studies have consistently reached the same conclusion and these experts point to the fact that leadership development is one of the most pressing issues facing organizations today — and represents a significant opportunity for them to seize competitive advantage in their industries.

The FiveSeven EXCEL GM™ Program™ is a comprehensive set of leadership concepts, models, tools and coaching that enable brands and management companies to deliver scalable, measurable and personalized leadership development and training for their GM's and teams. The EXCEL GM™ Program™ closes the gap on leadership growth, accountability and performance, which means we do the heavy lifting of your leadership development.

The EXCEL GM™ Program™ will help your organization improve performance as well as accomplish the leadership development outcomes it desires, backed by our FiveSeven Value Guarantee.

To learn more, please visit us at www.fivesevensolutions.com