BECKET HOUSE

HOSPITALITY CONSULTING
OPERATIONAL SUPPORT



LEADERSHIP AND OPERATIONAL SUPPORT

Whether navigating an unexpected transition or addressing operational challenges, Becket House provides experienced hands-on leadership and support for hotels, resorts, and restaurants.

KEY AREAS OF SUPPORT

GENERAL MANAGER	Maintain operational stability, guide departmental leadership, support financial performance, engage associates, and preserve or elevate service standards.
FRONT OFFICE	Guest relations, arrival and departure experiences, service recovery, and team performance.
HOUSEKEEPING	Cleanliness, productivity, quality assurance, and guest-ready environments.
FOOD & BEVERAGE	Restaurants, bars, banquets, and F&B outlets, with emphasis on service, cost controls, and guest satisfaction.
OPERATIONS	Cross-functional leadership to strengthen daily operations, address service deficiencies, and support property performance.

beckethouse.com | hello@beckethouse.com | +1.310.890.2690

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SUPPORT WHEN AND WHERE IT MATTERS MOST

Targeted leadership and operational support for:

- Interim leadership during recruitment and transitions
- Unexpected management vacancies and departures
- Pre-opening, reopening, and operational stabilization
- Service improvement and standards readiness for *Forbes Travel Guide* and *Leading Hotels of the World*
- Departmental restructuring and performance enhancements
- Seasonal demand and operational complexity



OUR APPROACH

EXPERIENCED LEADERSHIP
Practical, solutions-oriented guidance grounded in real-world experience.

TAILORED SUPPORT
Discretion, professionalism, and alignment with each property's needs and culture.

BROADER PERSPECTIVE
Additional insight across operations, safety, security, and sustainability.



LET'S DISCUSS YOUR NEEDS

Whether your property requires interim leadership, departmental management, or targeted operational support, Becket House welcomes the opportunity to explore how we may be of service.

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