

SOLVING THE TEMPORARY HOUSING QUANDARY

Furnished Apartments for Relocation



“Offering furnished apartments through Weichert Corporate Housing has had a significant impact on our bottom line. The program, for relocation, in lieu of extended stay hotels has also delivered as promised, giving us transparency to data, reducing costs and increasing satisfaction. All around it has been a win-win for our organization.”

Global Mobility Manager

OBJECTIVE

To provide a single source, global housing program that delivers multiple options for every request, reduces accommodation costs, simplifies billing & reporting while delivering legendary service.

SUPPORTING GOALS

- » Present a minimum of three unbi-ased housing options for each transferee reservation request.
- » Provide client-direct billing process.
- » Consolidated reporting for reser- vations, average length of stay, and average daily rate.
- » Increase guest satisfaction system wide and provide real-time, measurable results.
- » Leverage account volume to lower rates.
- » Eliminate a bid management tool for improved Duty of Care.

TACTICAL SOLUTIONS

- » Supplier management system to offer multiple options, quality choice of apartments and negotiated rates across locations
- » Custom invoice and payment structure to meet business requirements
- » Performance and account management reporting accessible
- » Policy development, implementation and compliance training to all stakeholders.
- » Measure satisfaction during and at completion of stay along with tracking all service requests for continuous improvement throughout guest touch points with a single point of service.

RESULTS

- » Provided an average of 3.15 options per transferee.
- » Increased efficiency and reduced overhead costs with client-direct billing process.
- » Gained transparency to entire program with dynamic reporting and business intelligence for future planning.
- » Decreased average daily rate from \$135 to \$128, creating a total program saving of over 10% annually.

Weichert | Corporate Housing

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