

# Corporate Profile



**Kostas Falangas**

Hotel & Tourism Consulting



Our consultancy is fully committed to delivering a meaningful, high-quality service practice, providing strategic guidance at every stage of the hotel business journey. Our mission is to support tourism enterprises and hotel assets in achieving their financial, operational, sustainable, and commercial objectives.

In an ever-evolving industry, navigating investment opportunities requires expert insight. A specialized consulting firm is essential to unlocking value and driving sustainable growth in the hospitality sector.

Kostas Falangas  
Managing Director



trust  
creativity  
knowledge  
personalisation  
result-oriented  
professionalism

## testimonials

**Damien GORCE**  
Co-Founder and CEO of Holidée

"We had the opportunity to collaborate on different projects: Management of the Animation Service for Bali Paradise, Installation of the Looke Concept for various Hotels in Greece. Kostas is a trusted, professional and creative partner."

**Karim BELAHMADI**  
Siblu Chief Operating Officer

"I have worked with Kostas via a French tour operator. Our cooperation was professional and easy. Everything was made by Kostas and his team to lead a great customer experience."

**Panos LEONTOPOULOS**  
CEO - Hotelistas

"Kostas is a professional with multiple talents and deep knowledge in tourism. We worked together closely in luxury hotel projects and Kostas added real value in financial and operational fields."

**Michel QUENOT**  
Tour Operating Director at Groupe Kuoni France

"Kostas Falangas has always known how to demonstrate professionalism, efficiency and expertise in all the activities we have carried out together. Its hotel expertise is undeniable. Do not hesitate to call on him."





# our services

## Asset Development and Project Management

- asset project management services for Greek or International partners and fund sources
- accurate financial and valuation study of hotel investments to buy, rent, or operate
- financial project modelling
- promotion of Greek hotel assets to interested parties
- investment development, maturation, construction, and operation monitoring
- offering hotels and houses for sale or rent through a vetted network of real estate offices

## Financial & Managerial Management

- financial management statements and KPIs
- analysing and costing of profit segments, suppliers, credit, and income streams, continuous monitoring
- financial policy and goal setting (budget, cash flow forecast, business and performance review, strategic plans)
- business owner internal controls
- business plans, feasibility studies for current or new investments, refinancing or restructuring business debt, state or European subventions procedures, and filing to ministries
- company support for financial institutions, lenders, investors (banks, funding streams)

## Hotel Marketing (& Sales)

- long-term marketing plan
- market research and customer retention
- pricing and channel redesign (tour-operators, OTAs, website) boosting sales channels and daily management
- hotel departmental sales opportunities, price, and promotion
- digital marketing & social medias
- direct communication tools for customer attraction

## Hotel Business Operations

- ranking and prioritising organisational needs
- standardising processes, rules, service schemes, and guidelines through efficient management and reporting
- human resource management, training for managers and staff, employee appraisal, and upgrading policies
- modernising IT systems and using ERP fully improves efficiency
- communication schemes
- integrated management systems implementation

## Sustainable Management

- energy and environmental policy, employee involvement, and training
- accurate financial study of sustainability and hotel operations
- hotel sustainability policy and operational costing
- managing cost and performance with tools
- certification preparation in selected organisations
- customer awareness campaigns for crs policy
- ESG implementation

## Companies' representation

- legal representation
- due diligence
- outsourcing services
- tax and accounting services
- negotiations
- control of operations



# some past and present clients' projects

- **Comprehensive Consulting Services in Financial Projections**
  - Hotel Asset Transactions & Market Opportunities
  - Advisory on hotel and residence asset transactions in Greece
  - Consulting on hotel operations and investment opportunities in the Greek market
- **Financial Management & Business Strategy**
  - Financial management and development of business plans for bank financing
  - Profit & loss account reporting and performance optimization
- **Sales strategy and organizational restructuring for enhanced revenue generation**
  - Sales, Marketing & Distribution
  - Direct marketing and contracting with tour operators
  - Implementation of sales teams via online distribution channels
  - Reorganization of tour operator contracts to optimize performance
- **Operational & Organizational Consulting**
  - Strategic consulting on hotel operations, organizational efficiency, and financial management
  - Management reporting restructuring for improved decision-making
- **Advisory on interactions with local authorities for French-speaking hospitality ventures in Crete**
- **Hotel scouting services for management chains seeking expansion in the region**
- **Quality Management**
  - Consulting on quality strategy and operational excellence
- **Education leadership**
  - Lectures in Tourism Management at an MBA program for a leading French hotel school
- **Market Research & Hotel Development**
  - Market analysis and feasibility studies for hotel and residence investment opportunities in Crete
  - Advisory on hotel development projects across Greece

## supports

Our company has long recognized the importance of understanding the natural and human elements that shape our environment. By fostering a deeper awareness, we acknowledge that all aspects of our world are interconnected—a delicate balance that has been disrupted by a lack of environmental consciousness.

To ensure a more sustainable, cleaner, and ethically responsible world for future generations, it is imperative to protect both people and the planet while promoting forward-thinking ideas and responsible practices.

The management of human capital in business is evolving, placing greater emphasis on individuals—whether employees or business partners. Unlike the past, where financial compensation was the sole motivator, today's successful enterprises understand that employee satisfaction is the foundation of customer satisfaction. By empowering and valuing employees, businesses cultivate a workforce that is engaged, motivated, and ultimately more productive.

As Sir Richard Branson aptly stated: "It's hardly a mystery why the biggest businesses—from startups to multinationals—take HR in vastly different directions. Because of this, they are able to thrive in the corporate world and gain an edge over their competitors."

The increasing cost of energy has made sustainability a focal point in public discourse. However, our commitment to sustainability must be driven by ethical responsibility rather than purely financial considerations. Addressing CO<sub>2</sub> emissions is not merely an economic decision but a demonstration of maturity and corporate responsibility.

Beyond integrating sustainable business practices, our consultancy actively supports non-profit organizations dedicated to improving society, protecting human rights, and preserving the environment. By adopting responsible strategies and ethical behaviors, we contribute to a more sustainable and equitable future.







## contact

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