

Transition Plan for Abingdon Manor

The current owners, Michael and Patty Griffey will provide 7 days of onsite training for new owners after closing. This will include review of training and operations manuals and hands on instruction. They will also provide for three month after the closing , 1) telephone support for up to an hour a week and 2) will return to the Inn for a full day each month for onsite support if needed.

1. Operations:

- a. Facility including, electrical, plumbing, alarm and monitoring systems, television and music operations, use of generator, lighting, etc.
- b. Staffing including reviewing staff duties, hours, compensation & payroll
- c. Marketing including, print , email system, google and facebook advertising, brochures, contacts, materials
- d. Guest services including reservation system, guest notes, portfolios, guest welcome letters
- e. Vendors for all products and services used at the Inn
- f. Operations manuals and procedures
- g. Gift certificates

2. Food service:

- a. Examples of menus for dinners and breakfast
- b. Access to extensive database of recipes used at the Inn
- c. Instruction on current method of service (Pre fixe dinner) including hands on instruction if desired
- d. Shopping where and how to buy to maximize food costs with taking new owners on buying trip
- e. Discussion and examples of handling events, weddings, receptions, etc.

3. Provide specific information on all systems which will need to be transferred to new owners

- a. Website
- b. Email system
- c. Monitoring systems
- d. Utilities, phones,
- e. Membership organizations
- f. Restaurant and liquor licenses

4. Accounting and credit card and banking systems

- a. Assist with transition with current systems if new owners want to continue
- b. Instruction of using of systems for guest invoicing, payment, banking, reporting and payments including taxes, payroll etc.

5. Introduction to the community. The Griffey's will host a reception for the new owners to introduce them to community leaders, local supporters and patrons, if desired.
6. Email blast to database of over 3700 announcing the transition and introducing the new owners.