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Grand Hotels & Resorts Ltd

| | | | |
|---------------------|--|--------------------|---|
| Account Owner | Brajendra Singh | Rating | Warm |
| Account Name | Grand Hotels & Resorts Ltd | Phone | (312) 596-1000 |
| Parent Account | | Fax | (312) 596-1500 |
| Account Number | CD439877 | Website | http://www.grandhotels.com |
| Account Site | | Ticker Symbol | GHTL |
| Type | Customer - Direct | Ownership | Public |
| Industry | Hospitality | Employees | 5,600 |
| Annual Revenue | €500,000,000 | SIC Code | 2268 |
| Billing Address | 2334 N. Michigan Avenue, Suite 1500 Chicago, IL 60601, USA Chicago IL | Shipping Address | 2334 N. Michigan Avenue, Suite 1500 Chicago, IL 60601, USA |
| Customer Priority | High | SLA | Gold |
| SLA Expiration Date | 15/01/2021 | SLA Serial Number | 5572 |
| Number of Locations | 57 | Upsell Opportunity | Yes |
| Active | Yes | | |
| Created By | Brajendra Singh, 20/06/2020, 15:15 | Last Modified By | Brajendra Singh, 20/06/2020, 15:15 |
| Description | Chain of hotels and resorts across the US, UK, Eastern Europe, Japan, and SE Asia. | | |
| Custom Links | Billing | | |

Contacts

Tim Barr

| | |
|-------------|--|
| Title | SVP, Administration and Finance |
| Email | barr_tim@grandhotels.com |
| Phone | (312) 596-1000 |
| Fax | (312) 596-1500 |
| Mobile | (312) 596-1230 |
| Description | |

John Bond

| | |
|-------------|----------------------------------|
| Title | VP, Facilities |
| Email | bond_john@grandhotels.com |
| Phone | (312) 596-1000 |
| Fax | (312) 596-1500 |
| Mobile | (312) 596-1563 |
| Description | |

Opportunities

Grand Hotels Guest Portable Generators

| | |
|------------|--------------------------|
| Stage | Value Proposition |
| Amount | €250,000.00 |
| Close Date | 16/06/2020 |

Probability (%) **50**
 Expected Revenue **€125,000.00**
 Lead Source **Employee Referral**
 Owner Full Name **Brajendra Singh**
 Won ☐
 Fiscal Period **Q2-2015**
 Next Step
 Type **Existing Customer - Upgrade**
 Last Modified Date **20/06/2020**
 Description

Grand Hotels Generator Installations

Stage **Closed Won**
 Amount **€350,000.00**
 Close Date **30/05/2020**
 Probability (%) **100**
 Expected Revenue **€350,000.00**
 Lead Source **External Referral**
 Owner Full Name **Brajendra Singh**
 Won ☒
 Fiscal Period **Q2-2015**
 Next Step
 Type **Existing Customer - Upgrade**
 Last Modified Date **20/06/2020**
 Description

Grand Hotels Emergency Generators

Stage **Closed Won**
 Amount **€210,000.00**
 Close Date **28/05/2020**
 Probability (%) **100**
 Expected Revenue **€210,000.00**
 Lead Source **External Referral**
 Owner Full Name **Brajendra Singh**
 Won ☒
 Fiscal Period **Q2-2015**
 Next Step
 Type **New Customer**
 Last Modified Date **20/06/2020**
 Description

Grand Hotels SLA

Stage **Closed Won**
 Amount **€90,000.00**
 Close Date **10/03/2020**
 Probability (%) **100**
 Expected Revenue **€90,000.00**
 Lead Source **External Referral**
 Owner Full Name **Brajendra Singh**
 Won ☒
 Fiscal Period **Q1-2015**
 Next Step
 Type **Existing Customer - Upgrade**

Last Modified Date **20/06/2020**

Description

Grand Hotels Kitchen Generator

Stage **Id. Decision Makers**Amount **€15,000.00**Close Date **08/03/2020**Probability (%) **60**Expected Revenue **€9,000.00**

Lead Source

Owner Full Name **Brajendra Singh**Won ☐Fiscal Period **Q1-2015**

Next Step

Type **Existing Customer - Upgrade**Last Modified Date **20/06/2020**

Description

Cases**00001007**

Contact Name **Tim Barr**Subject **Structural breakdown of rotor assembly**Priority **Medium**Date Opened **20/06/2020**Status **Closed**Owner **Brajendra Singh**

Description

00001008

Contact Name **Tim Barr**Subject **Customer service for portable generators needs beefing up**Priority **Low**Date Opened **20/06/2020**Status **Closed**Owner **Brajendra Singh**

Description

00001013

Contact Name **John Bond**Subject **Starting up generator consumes excessive power**Priority **Medium**Date Opened **20/06/2020**Status **Closed**Owner **Brajendra Singh**

Description

00001014

Contact Name **John Bond**Subject **Delay in installation; spare parts unavailable**Priority **High**Date Opened **20/06/2020**Status **Closed**Owner **Brajendra Singh**

Description

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