

To: Historic Highway 41 team: The garden District
Alderman district 13 Scott. Spiker

From: Patel Family
Suburban Motel (soon to be Red Lotus Inn)
4600 south 27th st.
Milwaukee wi 53221

Future name change DBA: Red Lotus Inn (after liscense is in active status)

Type of business: Hotel/motel lodging

Website: redlotusinn.com (active current)

Marketing: Mindspike by mike/Opal Gibson independent Hotel strategist.

Hours of Operation; 24 hours/7 days week

Persons involved with the Plan of operation: Main agent but by durable power of attorney: Alpa Patel and substituting Dahiben Patel (actual owner: overlooking alpa patel).

Employee (s) :

Alpa Patel (manager/POA)
Manny Patel (manager)

- All our staff are long term workers, with previous experience, which helps with communication, consistency in care of the property in general. We believe in only way our business will grow is if we keep our employees take benefit in part of the business growth. We tend to give out a lot of incentives, which helps keep the positive growth continue.
* All employees will be on a rotating shift from either 8 hours or 12 hours a day, varying days, there will be fill in gaps of shifts by the managers, all days will be operated by rotating employee's each week.

Oscar Barrera Rios (assistant manager: 6 yrs of experience with the Village inn Hotel)

Carina Williams (front desk receptionist for 4 years Seekers Motel)

Tony Lee Williams (front desk receptionist 4.5 years for Super 8 motel, fond du lac WI)

Building Information: 83,000 sq ft, two buildings across from each other. Building one consist 22 rooms and Building 2 consist of 27 rooms.

- Each room is about 180 sq footage, designed all boutique rooms with glam furniture.
- please keep in mind we are only starting building one 22 rooms for first few months, as building two will take time for remodeling.

Building Surveillance: Arshlan cctv 32 camera install around the building with two way talk , another 16 portal dvr on the look out to be installed for better security of the building. Any surveillance access for emergency will always be accessible via our employees, if not our managers are on call 24/7. Our hidden login information is kept for any important person seeking access. We keep this available and guided to the hidden area and moved around each time an officer needs access.

Security: small security group will be added to the property once licesensed, to help the flow of the business run consistent. It help guest recognize the importance of safety for both guest and property. We have invested a lot of money into elegant furniture , bedding etc. we would like that extra surveillance team to be on board to help us keep look out for our interior and exterior.

Miscellaneous: sensors are ordered to help identify the entry of guest or any activity on the exterior. Four different sensors with different tones help identify which area as activity.

- Extra nest camera's are installed at the front desk check in, for better view and close up two way talk with guest for the manager to help resolove one on one issues, This will help with any issues in the future if any surveillance is needed to help identify any guest for close up view. This will help officers especially looking for any wanted guest etc.
- All staff are to make rounds periodically and document in our watsapp portal.
- All staff are to report any guest going in/out more than usual, we will definitely intercept.
- Watching surveillance is the main job for all our staff.. we do have a strict employee rules enforced to report every often of all activity so we know that they are watching the property.
- There will always be a rotating shift staff person working on site 24 hours to secure the building.

Clientele Outlook: serve/recruit guest on touring, event goers, job contracts with large company, nearby hospitals for families, agencies across the country, booking.com , expedia.com, agoda.com, orbitz.com etc.

*Daily Rentals: check in anytime after 11am and checkout next day at 11 am.

*Extended stay rental: only offered to guest who are recruited by our marketing agency for short job contracts, such as contractors who are building a walmart for example, whom are seeking to stay Monday thru Friday, checkout Friday and return to stay Monday thru Friday.

(ultimate goal is to avoid weekly rental and have the highest daily rental turnout and avoid any guest from becoming tenants., avoid any stays after 30 days. If any guest were to stay near 3rd week, guest will be required to check out to avoid becoming a over 30 day stay, tenant status)

Check in process: Daily Rental:

*All employee's are to use group software that connects to Main managers cell phone. All information is saved for six years.

*each room rental details will be scanned in and sent to the manager, only if manager approves the details, the employee will proceed the room rental. No employee strictly allowed to rent rooms on their own. This procedure is used throughout our other two properties. The consistent process has shown major success in avoiding problematic rentals.

- Valid drivers license/state Identification/ Passport of the guest who will be residing in the room. Room capacity one bed will be 2, second guest info will be collected for safety purposes so we know who is in the building. Second person policy: will not be allowed to be left alone without the actual room holder, will not be served for any lockouts for returning back into room, will need room holder to be present at all times, this will be explained thoroughly at check in time.
- Valid method of payments for room rental: any major credit cards/ debit cards : no gift cards are allowed to rent a room. (must be in the name of the guest renting the room, no third party rentals strictly allowed, even if its social worker, DOC etc due to the fact that our credit card company processors are avoiding any disputes process, the signer of the card has to match the room rental agreement and any incidents /damages occurring in the room) : Cash payments will have to be backed up with a valid credit card/debit card room deposit starting at \$100 regular guest with positive history to \$200 and higher. Depending on the rental history and positive record of the guest. Deposit amounts will be decided at the time of payment. Guest will be explained, room will be checked thoroughly at the time of checkout process, their patience will be needed to secure the room for its condition. No deposits will be returned if actual guest who rented the room is not present. This will be explained at the time of check in.
- A valid credit card number which will cover the cost of the room, a guest would not be forced out of a room, he would be contacted (if possible) to be

reminded of check out time. If guest is not checked out, or cannot be reached, they will be charged a late check out fee or forfeiting their deposit., as long as the credit card can be charged, he will be allowed to keep the room.

- If the card is declined for future charges, security will accompany a manager to remove the guest's belongings and store them. The room will be made available for the next guest.
- No visitor policy will be strictly enforced all over the property, especially at the time of check in , it will be asked number of guest and their information. It will be explained, only registered guest will be allowed on the property.
- Any vehicles on the property needs to be registered with valid license plates. No vehicles will be allowed with no license plates.
- Any vehicles left after checkout and not identified, will be towed with our regular towing company on file.
- Any guest with children, must be placed in a room with a family room and child safety proof room, otherwise no rooms are rented to guest with children with no child safety proof in place certain rooms must be available in order to rent. Only two children per two bedroom allowed. No more than two adults and two kids are allowed. All children must be registered with name and date of birth for any emergency or child care protection services etc. This will be clearly explained at the time of check in and \$300 deposit will be kept onfile.
- Daily rental stay over's, renewels, will be allowed only if deposit for the room is maintained. If guest starts to pay cash suddenly for continued stay over, they will be asked to pay with a credit card to avoid issues/illegal activity. The second guest staying with the room renter will never be allowed to pay for stay over extention. Only person who rented the room must be present for payment.
- Any guest who are showing difficulty for payment of a room will not be allowed to further extend due to the deposit requirement. Any cash payments made daily will be cut off for any extention.
- Any guest who rents regularly but brings different guest every time they rent a new room, will not be allowed to rent.
- We will deny a room rental in general if one is being visibly intoxicated alcohol or drugs or creating a public nuisance.
- Any guest with a company of 18 years or younger will have to show a proof of a parent or guarndanship renting with them. Wisconsin law requires 21 and older to rent a room.

Typical guest issues/complaints: how we will process and resolve:

- our common goal is to always resolve the issue at some point and make sure the guest is treated fairly. We always want to apologize regardless of whose at fault, we want to listen and avoid any arguments and remain calm and polite, to make sure our body language is not aggressive, ultimately we do

not want to pass on the guest to another department such as Milwaukee police department, health department etc... we will always resolve at the end of the situation. Our staff are trained to always call manager first and decide the outcome of the situation with approval of the manager. Never is the staff allowed to resolve on their own.

- However, if situation is not resolved, we will pass it on to our security team to help compromise the situation.
- Any 911 calls will only be placed for emergency such as medical care needed, death related, robbery etc...
- All staff are trained not to call nonemergency by their own judgement, they must call manager/owner. Must present the situation, depending on the situation then we will call nonemergency. Any calls requested by guest will be referred to our security team and manager to help resolve situation.
- All staff are required to document all incidents in whatsapp software with the guest dates and times of the issues.

Guest information whatsapp software

Whatsapp has come out with a business software where it allows you to connect your computer to help scan and identify guest with regular rentals and guest who are not allowed to rent in the future (do not rent list) everything is kept on file for 6 years for any evidence or proof of rental. This can be accessed off site/away from the property. All managers/owners get this live software: whatsapp app information on their phones. Everytime a room or activity occurs that the employee post. It will be notifications on each device for manager and owners.

Room Rates: may change pending on events/competition

\$69 plus tax queen beds

\$79 plus tax king beds

\$89 and up for family rooms.

- add 15% tax and deposits are decided based on method of payment. Higher deposits are collected : Deposit ranges: \$200/\$300/\$350

History of ownership and management: Bought and owned by narottambhai patel since May of 1995.

Operated by different management in different phases since 1995.

1995 to 2001 Mike Patel (relative) ****no issues/no nuisances

2001 to 2016 Kelly Patel (family friend) **** no issues/no nuisances

2016 to 2021 september Jatin Patel (son) *** major issues, nuisances from day one of management, worsening overtime until 2021.

Important message from Owner/family of ownership:

We are deeply sorry with everything that has been occurring with our property, especially with whom we trusted, our son, Jatin Patel, whom is no longer part of the family, we realized there were a lot of damages that were brought upon the suburban motel by Jatin. We sadly had to remove Jatin patel and his family on September 28, 2021 with MPD authorities, as he continued to be in denial of any issues in the past and not accepting the closure of the property to due license being expired.

We can definitely realize and accept there were a lot of serious issues on the property. This was one very bad management, not only someone who had access to the owners finances/documents etc. Jatin was highly trusted by the family . He did a great job of fabricating stories and situations that mislead the family property . Moreover , he took advantage of the father's diagnosed health condition, and eventually had seem to create a goal to overtake the property, by purposely failing to improve the property as promised to previous issues. Jatin has not turned in actual financial documents to help understand the odd questionable differences in the business' income. Jatin's goal was to dissolve the property and eventually wear out the parents mentally and physically , and eventually hopefully have his parents give up the ownership to himself to gain full operation.

We are very lucky and appreciated, the property was saved and the owner was called to be brought forward to the committee meeting on September 28 2021. jatin patel, who misrepresented himself for the last four years, as an acting agent. Has been posing and attending committee meetings to help resolve any issues., Alpa Patel, is now the power of attorney for the owner. All owners remain the same and are competent Please see attached POA filed with liscensing Divisions.

Alpa Patel will be continuing the operation and management of the property. Her goal is to operate in the same reputable manner as she is operating similar properties in Milwaukee and racine. Any cad reports from district 3 milwaukee and racine county definitely shows non problematic issues with any police calls or problematic guest renting that affects the district/community.

New plan of action :

1. Remodel the exterior and interior of both divided buildings. Building one is fully completed as of December 10 2021. We are ready to operate. 24 rooms
2. Building 2 is in remodeling mode, in hopes of completing earlier than expected, possibly March/april 2022, if all things go in accordingly.
3. Website created and rename the property to dissolve the negative reputation of suburban motel. New name will go into affect as soon as licensing is granted. New name will be Red Lotus Inn.
4. Marketing agency,, Mindspike inc. continues to help build and brand the business. Help market the property to guest who are looking to attend events, travel in general, students, potential job seekers, contractors etc..
Mike from mindspike,
5. New surveillance system installed to help better secure the building, with surrounding sensors and door sensors. Locked hallways access only to all registered guest. No guest will be allowed to enter without registration to keep safety for all
6. Reintroduce the motel with a whole new outlook in boutique room style. We want to create and be known as a very unique design created to each and every room. This is a very glam approach to the rooms in which a lot of extra care must be given to maintain the cleanliness, maintenance of all the materials in the rooms. Our goal is to work hard and provide the best service to the guest and gain the best positive reviews from our guest in order to create a strong financial strength. We understand it will be a slow,patient, learning process as our team are all new to the enviornement. We hope to gain a lot of strength with in the ending year of 2022. We will always care to whom we rent our rooms, in order to maintain all the expenseive glam design. We have invested a lot of money into the building and we hope to bring something new and exciting to 27th st and to the Milwaukee city!

