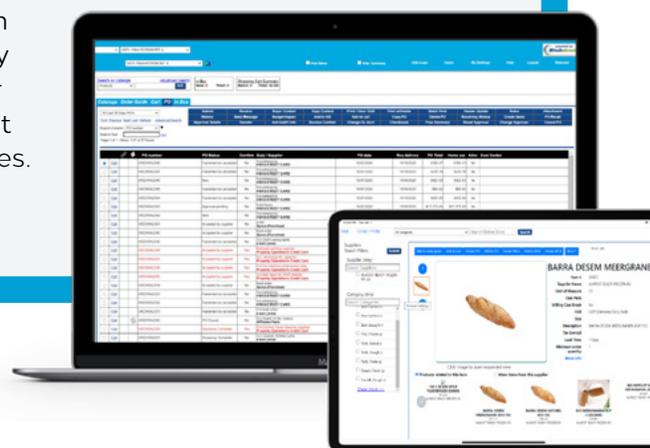


Providing service excellence to our program partners

EXTENDING OUR CUSTOMERS' REACH

At Hilton Supply Management, we believe we're more than just a "buying program." Tapping into our deep roots in the hospitality industry, HSM's Strategic Accounts team helps our customers ensure that they are taking full advantage of the programs, technologies and customer support HSM has to offer. From onboarding new hotels to providing insight and opportunity reporting, HSM's trusted, strategic team of advisors deliver account management for ownership groups and management companies that is tailored to our customers' needs and priorities.



A MULTI-FACETED APPROACH



Reporting. Take advantage of HSM's unparalleled technology and property-level support. We ensure our partners have visibility into their participation with HSM and are kept up-to-date on HSM's exciting new program offerings. We are happy to provide support and tips on how to get the absolute most out of our technological offers.



Customer touchpoints. During and after the onboarding process, our Strategic Advisors stay in regular contact to support your group as needs and priorities change. HSM's Strategic Accounts team offers both above-property support and hotel-level resources, including our HSMx service desk, which connects customers with the procurement expertise they need at all levels of their operation.



STAYING INFORMED AND AHEAD OF THE CURVE

Your Strategic Accounts team will reach out to you frequently with market trend updates and savings opportunities. Some of their communications vehicles include:

- Monthly email update detailing new HSM programs, supplier promotions, etc.
- Biweekly email update detailing F&B commodity updates and ad hoc food safety alerts as they arise.
- Quarterly participation reporting detailing property-level spend with core HSM suppliers.
- Weekly commodity updates.
- Bi-monthly educational webinars with key suppliers.

LOOKING OUT FOR YOU

At HSM, our team of procurement professionals is dedicated to your purchasing and procurement needs. Each team member has a unique skillset, including deep operational and procurement experience to support each and every one of your needs. Our team is well-versed in the challenges faced by companies and properties of all sizes and scopes, and we will support you in finding solutions that drive savings to your bottom line.



WANT TO LEARN MORE?

To tap into HSM's network of reporting and tech solutions, contact us at HSMx@Hilton.com, or visit [MySupplyManagement.com](https://www.MySupplyManagement.com).

Want to be in-the-know on the latest in supply chain updates and procurement industry insights? [Follow HSM on LinkedIn.](#)

