Clarendon
ADVISORY GROUP

CAPABILITIES OVERVIEW

Service excellence, made repeatable.

Clarendon Advisory Group helps property management and hospitality operators deliver a consistent, luxury-caliber experience through clear standards, well-prepared teams and efficient processes.

SERVICES

I. Service Standards Assessment

ENTRY ENGAGEMENT

A structured evaluation of the resident or guest experience through mystery shopping, property walkthroughs, review analysis and team observation, delivered as a findings report with a prioritized action plan.

II. Standards and Onboarding Build

PROJECT ENGAGEMENT

Documented service standards, standard operating procedures and a new-hire onboarding program that prepare frontline teams to deliver the same experience at every property.

III. Process Improvement Sprint

PROJECT ENGAGEMENT

A Lean Six Sigma engagement focused on one high-friction workflow, such as work order turnaround or move-in coordination, with baseline and post-improvement measures.

IV. Resident Experience Programming

RETAINED ENGAGEMENT

An annual lifestyle programming strategy that builds community, strengthens resident loyalty and supports renewal performance across a portfolio.

WHO WE SERVE

Residential Property Management

Class A and B multifamily, lease-up and luxury portfolios. Primary focus.

Boutique Hospitality

Lifestyle hotels, hospitality groups and multi-unit restaurant operators.

Workplace Experience

Corporate workplace and facilities teams and their service partners.

WHEN CLIENTS TYPICALLY CALL

- Online review scores are declining
- Renewals are falling short of target
- Onsite turnover is eroding consistency
- A lease-up or acquisition is underway

HOW ENGAGEMENT BEGINS

01	02	03	04	05
Initial Consultation	**Scope and Proposal**	**Assessment**	**Findings and Roadmap**	**Implementation**
Complimentary	Complimentary	Paid engagement	Included	Optional

Paid work begins only after a written proposal is accepted. Implementation is optional and scoped separately.

GROUNDED IN

Luxury hospitality practice
Fortune 500 workplace operations
Residential property management
Lean Six Sigma Green Belt discipline

Begin with a complimentary consultation.

Serving the Baltimore and Washington, D.C. region

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