



# COMPANY | PROFILE 2023 |





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# Welcome to New Bridges Inspiration Co.

**NBI Co.** is a strategy-driven hospitality management and consulting firm that is inspired by the new concepts in the construction of bridges. It was originally registered in 2016, as Schoen Consulting Ltd - an acronym for solutions and concepts for the hospitality environment. Its initial purpose was to provide turnaround management solutions to hospitality facilities struggling with business continuity, profitability, or negative guest reviews, develop hospitality concepts for new projects, and formulate strategies that would address the needs of small to large hospitality operations and events.

**NBI Co.** was then rebranded to Hospitality Everywhere; whose concept was to highlight hospitality as the foundation of every business dealing with customers. These standpoints still hold; however, the dynamic changes in the business environment after the COVID-19 pandemic prompted the firm to review its strategy and re-branded to New Bridges Inspiration Co., with “Hospitality Strategy Everywhere” as its tagline.

**NBI Co.** is established with a bridge in mind: to provide a roadmap for businesses to overcome environmental barriers, to achieve the desired level of performance, utilization, or improved outlook. Undoubtedly, the business environment is changing rapidly, leading to new and innovative ways of doing things to satisfy the ever-evolving customers’ expectations. Organizations are expected to respond fast to these changing expectations and adapt quickly to new ways of doing things.

**NBI Co.** is founded on the principles of the stabilizing effect of hospitality strategy and the inspirations of new bridges, whose concept and design are developed on qualities that serve the public interest. These qualities are efficiency, stability, and elegance - which form the dominant standards that New Bridges Inspiration Co. aspires to provide her customers.

# Our Approach

**NBI Co.** work with skilled and experienced professionals and experts to provide innovative hospitality strategies in design, development, management, and education in projects and the hospitality and tourism environments, in general. In addition, we provide strategies for developing sustainable sourcing partnerships for SMEs.





## HOSPITALITY ENVIRONMENTS

The explosive growth in boutique hotels, ultra-lux service apartments, Airbnb's, differently-abled accommodations, quality restaurants, and gardens, is a key indicator of the growing demand of the hospitality industry. However, this demand has come with high and fast-changing customer expectations, creating challenges never experienced before in this industry. In turn, these challenges have created interest in entrepreneurs and investors who want to solve these challenges. Unfortunately, the backgrounds of some of them are not necessarily in the hospitality profession, leading them to consult designers, contractors, and suppliers to do the projects, which has sometimes resulted in end projects that do not fully satisfy the intended needs, and in some cases lead dissatisfaction, compensations, and litigations.

**NBI Co.** recognizes the need for good infrastructure, products, processes, and people, in dealing with these challenges. It proactively provides practical response and adaptation strategies and solutions such as working with project consultants and contractors to provide hospitality expertise in the design, development, and management of hospitality projects and businesses; re-purposing houses, homes, and spaces to ultra-lux hospitality products, and boutique hotels.

**NBI Co.** also notices that the number of institutions that train hospitality in Kenya is high. Conversely, the gap between training and practice seems to be widening, judging from the high industry employee turnover. Considering the time, expense, and inconveniences that replacements and induction programs take, for businesses to continue, a solution is urgently required. NBI Co. provides this solution by providing tested strategies and informed industry experience to align hospitality training to industry expectations.

**NBI Co.** distinguishes hospitality as a cornerstone for every organization that provides service to humanity. Unfortunately, it is rarely seen as a critical success factor by many organizations. Consequently, slow and painful service, evidenced by long - unending queues, complaints, negative public reputation, and perpetual dissatisfaction become hallmarks of such organizations. NBI Co. reviews these challenges and works with such organizations to create a sustainable hospitality culture.



## SMALL AND MEDIUM ENTERPRISES (SMEs)

Currently, getting the market for goods and services from SMEs is very difficult, yet it is the one critical success factor for this sector's sustainability. NBI Co. extends its hospitality by providing strategies for developing sustainable partnerships and linkages for SMEs.

# Our Services


- Providing hotel management consultancy services
- Aligning hospitality education to hospitality industry expectations
- Developing a hospitality-culture strategy for any people-focused business
- Re-purposing homes/ spaces into luxury guest houses and boutiques hotels
- Hospitality expertise in project conceptualization, design, and development
- Developing strategies for building sustainable sourcing partnerships for SMEs

# Past Projects

- **Escarpment Resort** just before Mai Mahiu on Nairobi Mai Mahiu Rd. We did a concept on an activity full 70 room resort in the middle of escarpment on a twenty acre plot surrounded by forest. We proposed a cable car from the floor of the Rift Valley to the Resort, infinity pools, an artificial lake in the middle of the resort, rock climbing and archery among other activities. The resort had cliff hanging rooms, lake facing cottages and escarpment facing villas.
- We did a concept for a **Conferences and Retreat village** in Naivasha for **PEFA Church**. The village featured 100 time share residential houses. Plans to implement are still work in progress.
- Contracted by **COMESA Business Council** as a resource person for SMES. The theme was Developing Sustainable Sourcing Partnerships. Did it in Kenya, Uganda, Malawi and Madagascar.
- Did an Operational Audit for **Shaza Beach** in Shanzu Beach. The brief was to investigate why it was not performing well, and suggest a solution. The audit reveal operational and people gaps for which solutions were suggested.
- We did an operation and financial audit for **Mvuli Inns** (closed) and gave our proposals for the gaps.



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