

January 11, 2021

Noren Caliva-Lepe, Planner  
CITY OF SUNNYVALE  
Planning, Building & Code Enforcement  
456 W Olive Ave, Sunnyvale CA 94086  
Phone: (408) 730-7444

Re: 247/295 Commercial St – Project Description, Hotel Operation Hours, Delivery Hours, and Staffing Levels

Dear Ms. Caliva-Lepe:

Doa Development LLC is the developer of the site at 247 and 295 Commercial St in Sunnyvale. This letter serves as our current plan outlining the project description and anticipated hotel hours of operation, delivery hours, and staffing levels required at these hotels.

This letter is intended only for use by the City of Sunnyvale in connection with the plan review for the aforementioned proposed hotel developments. This letter may not be distributed to or relied upon by other persons or entities without our written permission. We have analyzed the hotel industry market conditions in the Sunnyvale and greater Silicon Valley market areas to create this letter.

The proposed hotels will be built to the high standards of both an upscale select-service and extended-stay properties. They will offer services comparable to the upscale hotels in other areas of Silicon Valley. The select-service hotel, slated to be a Hilton Tempo, will contain 130 guestrooms, a fitness room, a business center, a courtyard/patio, full-service 3-meal restaurant serving an upscale menu, full bar with tapas style small bites, and meeting rooms totaling approximately 1200 square feet. That hotel will be boutique in nature and provide slightly less amenities than a more standard full-service hotel.

The extended-stay hotel, slated to be a Hilton Home2, will contain 144 guestrooms, a fitness center, a small business center, ample courtyard and adjacent lobby open space, breakfast dining room, and one small meeting room (for up to 8 people). The Home2 brand is one of the strongest extended-stay brands in the U.S. and we expect this to appeal to a wide range of business and tourist travelers.

Assuming these are non-union hotels, we are of the opinion that the following hours of operation, delivery hours, and staffing levels are required. The guidelines below are similar for both hotels so these should be construed as similar.

**I. Hours of Operation**

Reception: 24 hours, 7 days a week. Regular business hours reception crew and a night shift receptionist, usually 1-2 person(s) to revolve in 24 hours.

Restaurant / Café (3 Meals): 6am – 10pm, 7 days a week. Serving upscale set menu and tapas style casual dining options. There will be no room service option but customers may take food to their rooms.

Lobby Bar: 12pm-10pm SU-T / 12pm-2am Fri-Sat. The food and beverage operation will be more beverage-service oriented with light tapas style dishes. Happy hour will be heavily promoted.

Fitness Room: 24 hours, 7 days a week. Fully equipped with state-of-the-art equipment.

**Valet Parking:** Required for all guests and visitors. Free with restaurant validation.

Business Center: 24 hours, 7 days a week. Open lounge space with two computer workstations.

Market Pantry: 24 hours, 7 days a week. Located in the reception area, guests can purchase snacks and drinks. Managed by receptionist. Applies to both hotels.

Laundry / Dry-cleaning service: None offered except for housekeeping services. All hotel laundry is outsourced.

Business Meeting Rooms: 8am – 10pm. Can request management for extended hours beyond posted operational hours.

## II. Delivery Times

Flexible delivery hours in sync with hotel operational hours are an integral part of a well-run hotel, which in turn increases staff productivity and guest satisfaction. The delivery and pick-up schedule for linen and terry, produce, beverages, liquor, and boxes and parcels, as well as waste pick-up must avoid peak check-in and check-out times and align with house cleaning service and the restaurant operation to ensure a sufficient stock of supplies is replenished daily.

Linen and terry service drop-off will occur daily in the morning, while pick-up will occur in the afternoon (after housekeeping completes their cycle) for the soiled linen to be washed and returned the next morning. Food and beverage related deliveries will occur in the mid-morning through early afternoon, at a time when most guests will be heading off to their offices or business meetings. Waste pick-up will occur in the early morning before breakfast service starts. Boxes and parcels are expected to be delivered throughout the day.

This delivery and pick-up schedule for the proposed hotel is better illustrated in the following comprehensive table showing the weekly frequency of vendor delivery and pick-up schedule. The second table illustrates peak hours at the hotel.

[illegible]

### Hotel Operating Schedule

[illegible]

### **III. Staffing Levels and Required Parking**

The following section illustrates the staffing levels required to operate an upscale, 130-room select-service hotel in Sunnyvale. The hotel will be relatively large in nature and but will provide less amenities than a more standard full-service hotel. We assume a non-union staff will operate the hotel; therefore, we are of the opinion that the following positions in the below schedule will be required to operate this hotel. Staffing will be somewhat similar for the extended-stay hotel except there will be fewer F&B staff and no sales manager.

#### **Front Office**

- 1 General Manager
- 1 Security Manager
- 1 Security Personnel per 8-hour shift. Total 3 People (May have 2 more people to make up for the 7 days to add to payroll or look at a 3rd party security services vendor).
- 2 Receptionist (8-hour shifts) + 1 night shift. Total 5 people + 3 Additional to make up for days off. Total receptionist payroll count is 8 people.
- 5 valets (two per 8 hour shift and one night shift)

Most business travelers travel lightly. For the GM position, we will hire someone with a strong marketing and/or HR background. Direct hotel reservations can be handled by the receptionists and sales office.

Total: 15 People on payroll (7 people max per shift)

#### **Administration Office**

- 1 Sales Person
- 1 Housekeeping Manager (Will manage 3rd Party Housekeeping people)
- 1 Head Engineer + 1 Technician

The functions of finance and human resources are best outsourced to reduce costs. All financial operations will be handled by a local accounting/CPA firm. All human resources (fully compliant) will be handled by TriNet.

Total: 4 People on payroll

#### **Housekeeping**

Based on an average room count of 15 rooms per Housekeeper

- 9 Housekeepers per shift + 1 Overnight Housekeeper (assumes 100% occupancy)
- 1 Public Area Cleaner

Total: 10 People (10 max during one 8-hour shift during the day + 1 for overnight)

### **Restaurant Personnel**

- 3 Cooks [Per Shift – (Breakfast & Lunch Shift) / (Dinner Shift)] Total of 6 Cooks per day
- 1 Dishwasher shift and 1 evening Bar Back shift
- 2 Bartenders
- 4 Servers to cover 60 Covers (Per 8-hour shift) Total 8 Servers per day
- 1 Host/Hostess

No room service offered at this time. Also, the F&B operation in the bar will be more beverage-service oriented with light tapas style dishes; therefore, the dinner shift may require only two cooks. Assuming the overnight food consumption is light, then only one dishwasher shift per day will be required.

Total: 48 People on Payroll (11 People max per shift)

### **Landscaping**

Landscaping is assumed to be performed by a 3rd party vendor.

In conclusion, the total employee count is 44 persons; however, not all employees will require parking during their respective shifts. **The total Personnel Per Maximum Shift is 32 persons. This does not include the 3rd party people who may require parking.** Consider reducing the parking requirement by estimating the percentage of personnel driving vs. taking public transportation, arranging an employee parking agreement with a nearby parking lot, and investigating the possibility of street parking in the neighborhood.

Sincerely,

Brianna Robertson  
Chief Development Officer  
Doa Development LLC