

SERVICE & PRICING GUIDE



Empowering Success through Tailored Solutions

Supporting family-owned hospitality and tourism businesses become the number one choice for guests by streamlining operations, delivering exceptional administrative support & planning top-tier events to create unforgettable experiences.

www.hyerhospitalitysolutions.com.au



ABOUT THE FOUNDER

As the founder of Hyer Hospitality Solutions (HHS), I'm deeply passionate about the hospitality, events, and tourism industry.

My journey has involved a lifetime of learning, stemming from early family experiences which included my mother and grandmother always hosting huge parties and my grandparents relishing us in the world of luxury accommodation and dining from a young age. This part of my childhood shaped my love for the hospitality and the tourism field.

With a Bachelor of Business degree in International Hotel Management, I've gained a diverse insight into all sectors of the industry and the various levels of service encountered from 1-5 stars. During my extensive time involved in this incredible industry, I have deep knowledge of the key areas of running a business successfully.

Now located in the Adelaide Hills, I'm committed to nurturing my business, spending time with family, and embracing the community. Through HHS, I'm here to assist small businesses within the industry and share my knowledge so they can grow, find balance in their lives and continue to be present for their customers while giving them time back.



Our Vision

At HHS, we envision revolutionising the hospitality, events, and tourism sector by offering high-level customer service, and a deep focus on stakeholder engagement while collaborating with teams and producing high-level events backed with comprehensive back-of-house support.

Our values ensure excellence, innovation, inclusivity, a work-life balance and a strong passion for local collaboration, while upholding a strong commitment to sustainability.

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MEET OUR TEAM



PETER HYER *Founder & Virtual Assistant*

As the founder of HHS, I'm a passionate traveller, food enthusiast, and devoted dog parent.



RAMAN HYER *Virtual Assistant*

Meet Raman, our virtual assistant who thrives around the yard, is a proud dog parent and loves experimenting in the kitchen.



RISSY & NUGGET HYER **C.F.O.**

Meet Rissy and Nugget, our Chief Furry Officers, always up for a snuggle, tasty treats, and a squeaky toy adventure!

WHO WE WORK WITH

Family-owned and local Hospitality & Tourism small businesses are our key market and the businesses that we love to support.

We work with these businesses by offering back-of-house services, customer support assistance and high-level administration support.

Through our event planning and management services, we work with businesses who want to create thrilling and seamless experiences for their customers or teams but are short on time and require our expert knowledge.



WHAT WE DO

At HHS, our primary goal is to empower businesses in the hospitality and tourism sector. We do this by providing essential administration and operational support, allowing our clients to focus on their front-of-house operations and enhance their customer experiences. We offer corporate event planning services, designed to meet the unique needs of both individuals and businesses. Throughout our services, we remain committed to our principles of sustainability, cost-effectiveness, and approachability, ensuring that our clients' businesses can thrive while we handle the administrative and planning details.





OUR PROCESS

Hyer Hospitality Solutions is all about keeping things simple and making sure we have a shared goal and focus throughout the whole process. Our journey will really start together when you book in a discovery call with us as this is where one of us have the opportunity to understand your short and long-term goals for your business or event. Through using our services of back of house support or event planning, we will work on how HHS can assist you achieve these goals whilst still maintaining a strong work-life balance for yourself. After our call, HHS will create a personalised proposal for you on how we can either assist you in reaching your business objectives or how we can produce the top-quality event you are after. Once you approve our proposal, we will follow this by sending through our official contract and the first invoice. Ensuing first payment and signing of the contract, we will have a kick off call to discuss next steps on taking your business or event to higher levels.

Interested in booking a Discovery Call?

[BOOK NOW](#)

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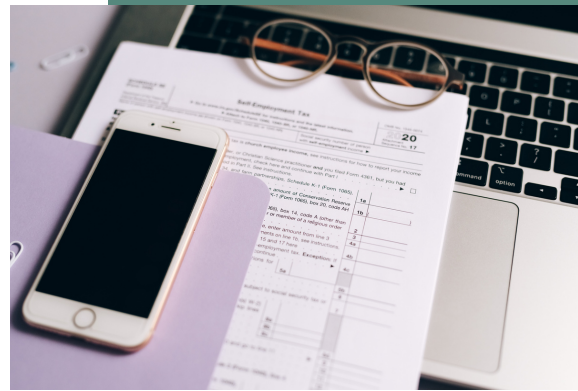


SERVICE DETAILS

What we offer

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|------------------------|--|
| BOH SERVICES | |
| ADMINISTRATION SUPPORT | <p>At HHS, our comprehensive administration support encompasses a wide array of services...</p> <ul style="list-style-type: none">• Managing your inbox & diary• Invoicing• Quote Generation• Stocktake• CRM Management• Document Creation & Management• Stakeholder Relations |
| BOH SERVICES | |
| CUSTOMER SERVICE | <p>We understand that customer service is key when it comes to Hospitality & Tourism so we also offer areas of support such as...</p> <ul style="list-style-type: none">• Reservations• Customer Queries• Complaint Handling• Responding to Google Reviews• Feedback Correspondence |
| BOH SERVICES | |
| HR SUPPORT | <p>We know that sometimes the day can just get away from you when interacting with customers so we also provide support in....</p> <ul style="list-style-type: none">• Onboarding staff• Training staff on new procedures• Payroll• Job Interview assistance |

PACKAGE OPTIONS



BOH Package

Our BOH Support packages allow you to allocate a selected amount of hours a week with services such as inbox management, diary management, reservation services, handling customer queries, stocktake, account work (invoicing, forming quotes, payroll) and assistance with HR tasks (onboarding and training) included.

5hr

Involving five (5) hours of work per week, this service is designed for businesses seeking additional assistance at an hourly rate of \$55.

Total - \$275 a week/
\$1215 per month

10hr

This package offers support over a period of ten (10) hours per week at a rate of \$50 per hour. It's like having a part-time assistant to help tackle your tasks and needs.

Total - \$500 a week/
\$2208 per month

15hr

Get the extended support you need with fifteen (15) hours of dedicated assistance per week at a rate of \$50 per hour

Total - \$750 a week/
\$3312 per month

20hr

Comprehensive support with a full twenty (20) hours of weekly assistance at a reduced rate of \$45 per hour.

Total - \$900 a week/
\$3975 per month

Casual Hourly Rate: \$58 per hour

The perfect rate for those not requiring ongoing support but would love some short term assistance.

SERVICE DETAILS

What we offer

| | |
|----------------|--|
| EVENT PLANNING | |
| EVENT SUPPORT | <p>For those who have the foundation of their event in place but seek that extra touch of support, we can provide...</p> <ul style="list-style-type: none">• RSVP coordination• Run sheet coordination• Supplier & Stakeholder communications• On-the-day event management |
| EVENT PLANNING | |
| CONFERENCES | <p>We understand that conferences are not just gatherings; they are opportunities to inspire, educate, and connect. We assist with...</p> <ul style="list-style-type: none">• Venue Selection• Catering• Runsheet Coordination• Stakeholder Communications• AV Coordination• Collating of Presentations |
| EVENT PLANNING | |
| WORK PARTIES | <p>We know that these gatherings are more than just a celebration; they are a chance to strengthen bonds, reward hard work, and create a vibrant workplace culture. We provide support in....</p> <ul style="list-style-type: none">• Venue Selection• Budget Management• Stakeholder Communication• Entertainment & Catering |

SERVICE DETAILS

What we offer

| | |
|----------------------------|---|
| EVENT PLANNING | <p>We understand the importance of building strong, motivated teams, and we're here to help you create memorable experiences that bring your colleagues closer together.</p> <ul style="list-style-type: none">• Activity/Entertainment Selection• Budget Management• Stakeholder Communication• Venue & Catering Selection• Run sheet coordination |
| TEAM ENGAGEMENT ACTIVITIES | |
| EVENT PLANNING | <p>Virtual Events are the new trend of the twenty-first century and there are so many ways to make them interactive and informative. HHS can plan everything as per below...</p> <ul style="list-style-type: none">• Entertainment• Gift/F&B Delivery• RSVP & Ticketing• Presentation coordination• Run sheet coordination |
| VIRTUAL EVENTS | |

PACKAGE OPTIONS



Event Planning & Management

As your event is highly unique and personalised to you, we will create an individual package after we have a discovery call with you and have a full understanding of your event and what you are wanting to achieve from this event. We take this into account for all of our corporate event planning services including work parties, conferences, virtual events, team engagement activities or even just event support.





EVENTS PORTFOLIO

- Peter has hosted & planned a 100 pax Cocktail Fundraiser Event with entertainment & raffles to help raise awareness for Breast Cancer.
- Peter has organised a 40TH Birthday Party on a property including all aspects from catering, entertainment, invitations & decorations.
- Peter assisted with the planning of multiple Dance concerts for a local Dance School over 3 years from ticket selling, catering, stage prep & run sheet coordination.
- Peter has hosted & planned 35 pax Harbour Cruises with Lucky Draws and entertainment (e.g. Human Nature, Magicians, Santa Claus, TVs showcasing Melbourne Cup) for VIPs and I also organised the invitations, catering and the collation of prizes.
- Peter assisted in organising an Amazing Race Team Engagement Activity for a business to assist with their team building.
- Peter has arranged over 14 different Work Team Parties for businesses which have varied from sit down dinners, bowling competitions to even simple Christmas lunches with Secret Santa.
- Peter has assisted in the hosting of multiple 500 pax Cocktail Nights with Lucky Prize Draws in various cities and the RSVP management of these events
- Peter created and planned Experience Sydney events taking interstate visitors to popular restaurants & attractions in Sydney and showcasing the city's highlights. This also included organising personalised menus and VIP experiences such as feeding koalas.
- Peter has ran and planned over 14 Departmental Conferences for EOFY or End of Year which included organising catering, AV set up, run sheet coordination, collation of presentations, seating plans and venue selection.



CLIENT LOVE



Daryl Mercado
Event Participant

"From a perfectly curated online invitation sent a month ahead, a well planned time and place at Adelaide Hills to an impressive eye catching decor and impeccable condition of dance floor/photo booth I couldn't be more impressed by the people who organised this Birthday Party. What a great local business! Highly Recommend!"



Wendy Tran
Marketing Manager

"I have had the pleasure of working closely with Peter Hyer for five years, and I can confidently say that he is an exceptional individual in both personal and professional aspects."

Peter and I collaborated on various event and office projects during our time together, and his contributions were invaluable. He possesses a remarkable work ethic, unwavering commitment, and an insatiable drive for success. These qualities consistently shone through in every task he undertook."

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CONTACT US

Book a discovery call

Thank you for taking the time to explore the range of services we offer at HHS. We're not just a business; we're passionate about making your life easier, your events unforgettable, and your business operations smoother. We're all about bringing simplicity, efficiency, and that personal touch to everything we do. So, if you're ready to take the next step in creating your best event or making your work-life balance shine with some true industry lovers & experts, click the link below. We're here to support you, and we can't wait to embark on this journey with you.

[BOOK NOW](#)