

# Case Study Repositioning and Revitalisation Strandhotel Zingst

Düren / Zingst

2022 - 2024



# Mission completed.

How to use a crisis as an opportunity and emerge stronger from it.



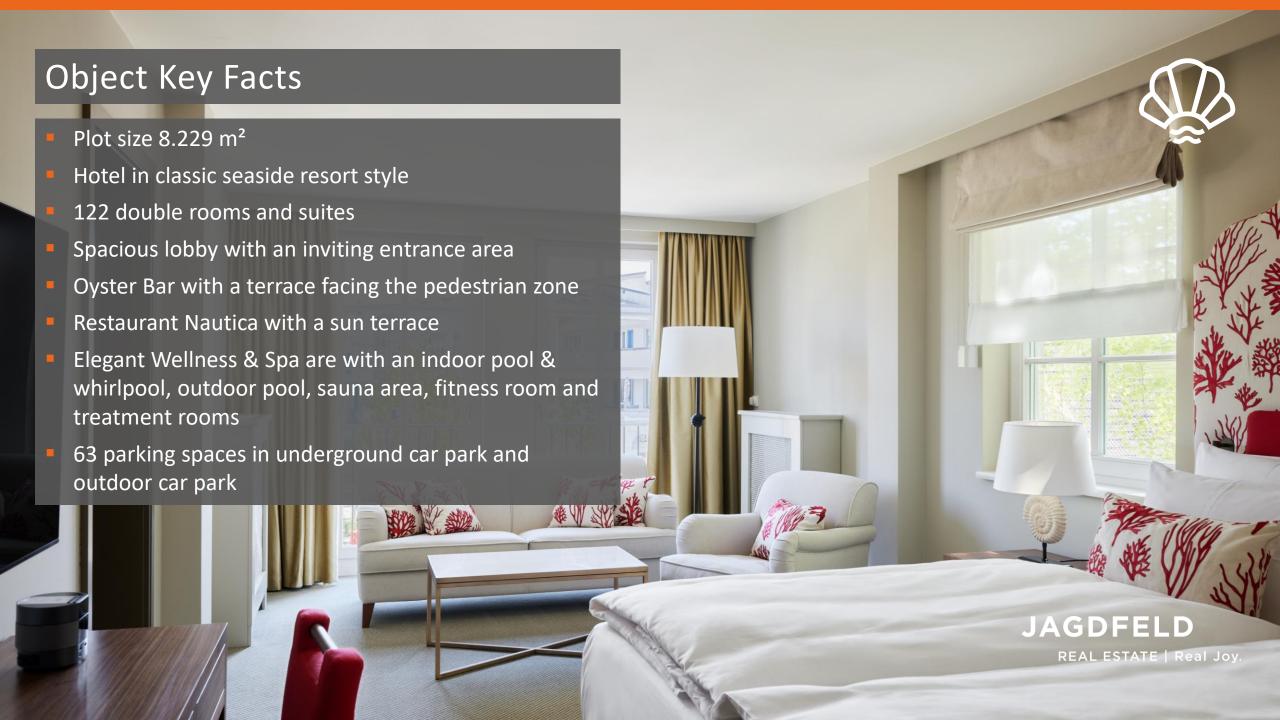
# Success Project on the Baltic Sea

- Services: Financing, Asset, Property and Technical Management, as well as Revitalization on behalf of an institutional investor
- History: built from 2004 / opened in 2006
- Lease agreement with Steigenberger until 12/2021
- New: since 01.01.2022, in-house hotel management / separation from chain hotel operations
- **Strategy:** successful re-positioning
- Refurbishment: 2024 extensive refurbishment (rooms, spa, catering, lobby, bar, technology)
- Result: after taking over from Steigenberger during the COVID-19 pandemic, NOP increase (EBITDA) by 93%



**JAGDFELD** 

REAL ESTATE | Real Joy.





# Asset Highlights II

### Range of services

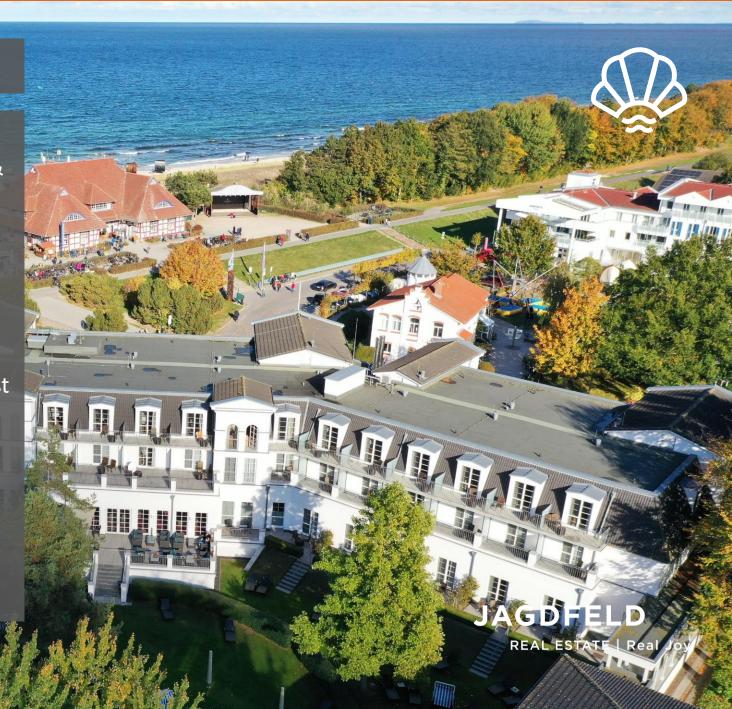
Full-service hotel: rooms, catering, SPA (indoor & outdoor pool)

### Unique leisure set-up

Hotel with a resort character

### **Distinct Positioning**

- The first hotel in the Baltic Sea spa resort of Zingst with a focus on modern, young luxury
- Active and continuous marketing promotion for the hotel
- Active networking with local stakeholders (Kurund Tourismus GmbH Zingst, Tourismusverband Fischland-Darß-Zingst e.V., Tourismusverband Mecklenburg-Vorpommern e.V.)



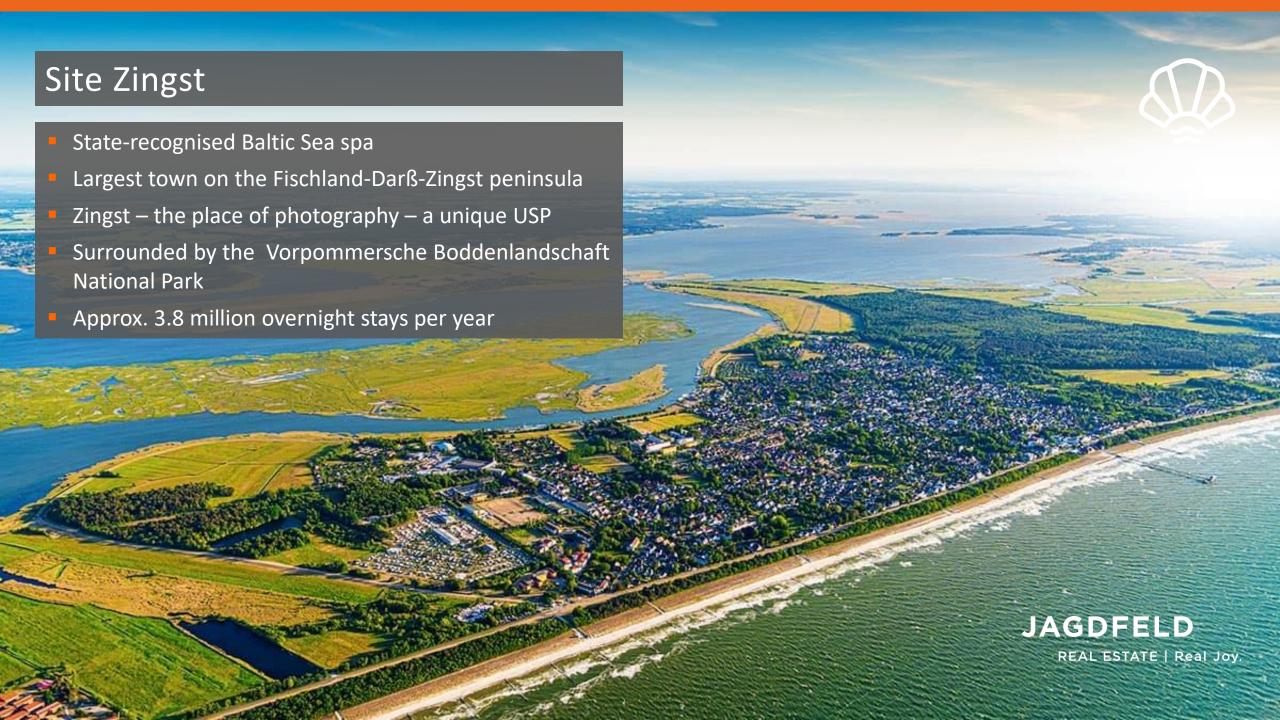


- Baltic Sea region between Rostock and Stralsund
- Region: Fischland-Darß-Zingst
- Federal state: Mecklenburg-Western Pomerania
- Town: Baltic Sea spa resort of Zingst
- County: Vorpommern-Rügen
- Area: 50.5 km²
- Population density: 63 inhabitants per km²
- Inhabitants: approx. 3,173



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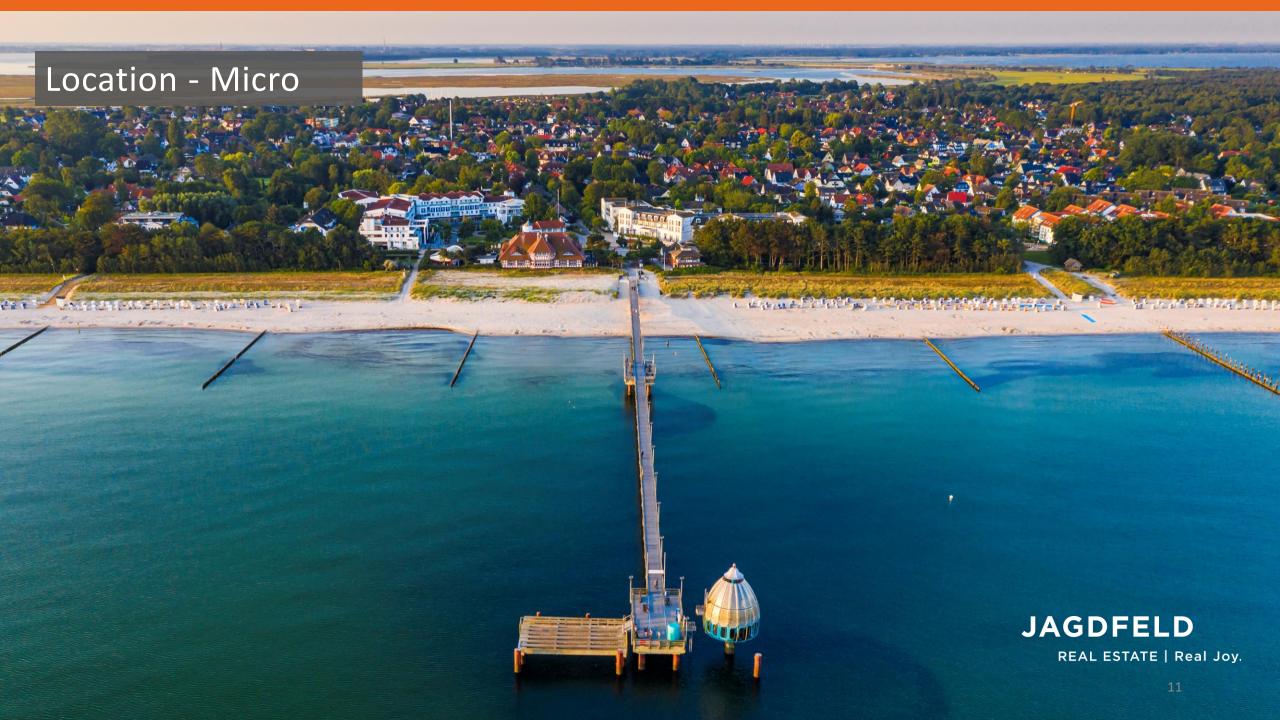


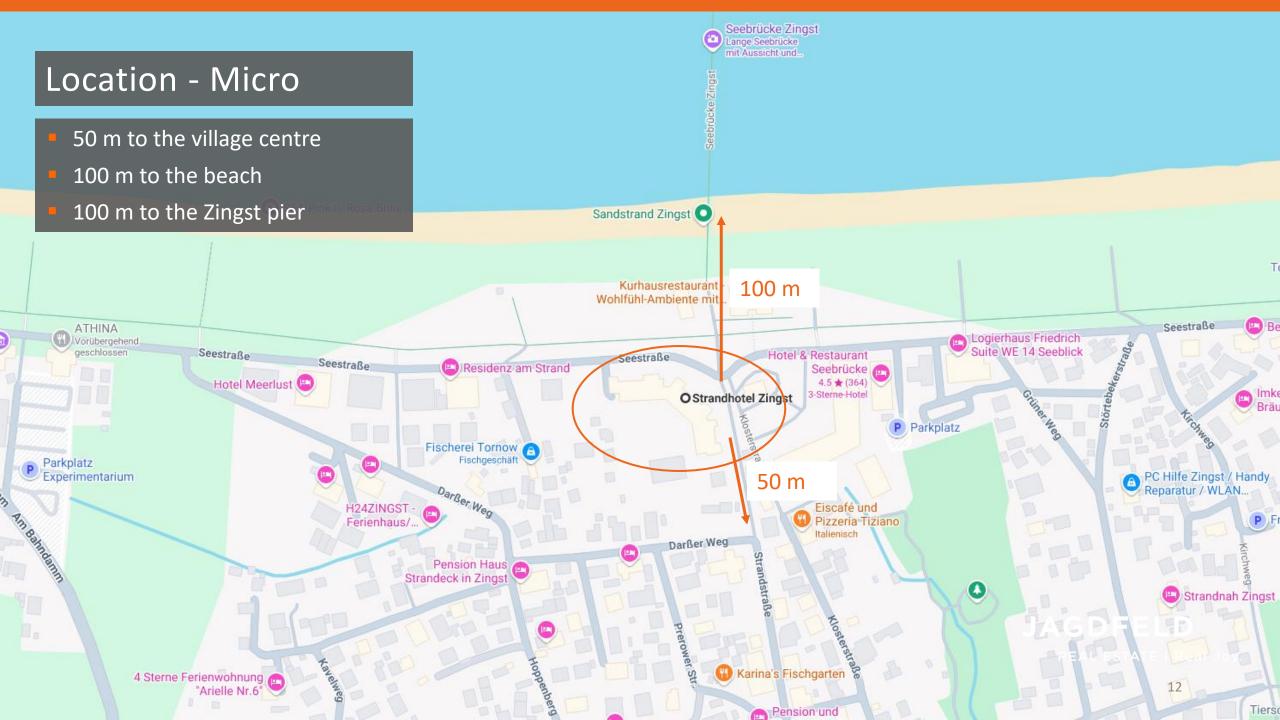
### Hotel Catchment Area

### Arrivals in 2023:

- 97,4% from Germany
- 1,22% from Switzerland
- 0,37% from Austria
- 0,21% from Denmark
- 0,17% from the Netherlands
- 0,63% from other countries (including Belgium, Luxembourg, France, Sweden, USA, Australia)







# Economic Climate in the Hospitality Industry

- Corona years with lockdowns have left their mark on the entire industry
- Subsequent upturn in demand shows acute staff shortage
- Germany-wide energy crisis and inflationary surge followed: rise in gas and electricity prices as well as food and labour costs (+25%)
- Digitalisation and sustainability requirements are increasingly shaping the industry
- Guests' expectations are rising: "digital nomads" are also looking for places to work, network and enjoy themselves in hotels



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REAL ESTATE | Real Joy.



# 1. Brand-Relaunch **JAGDFELD** REAL ESTATE | Real Joy.



### The Vision of our Actions

We stand confidently and concisely in the front row of German beach hotels and characterise the appearance, spirit and soul of our destination. As a retreat and source of strength, we are respected and well-known by those seeking relaxation and explorers from near and far and always remain 'one of us' for our neighbours.











**JAGDFELD** 

REAL ESTATE | Real Joy.





# The Experience Dimensions II

A STATE OF THE STA

"Nordic by Nature" - We are high up in the north and most of us are from here, we think that's a good thing. We're straightforward and honest, we don't have to polarise with everything, we're not edgy, but we're on the edge. Born with a broad horizon in mind, we don't have our hearts on our sleeves, but always in the right place.

"Pure pleasure" - For all our love of wide horizons and all our respect for other opinions, we are stubborn: a holiday hotel is there to pamper you. The spaciousness of our hotel, the magical tranquillity of our garden, the cosy warmth of our spa and our attentive service - we do everything we can to make our guests feel good.

Conference rooms? You must not be well!

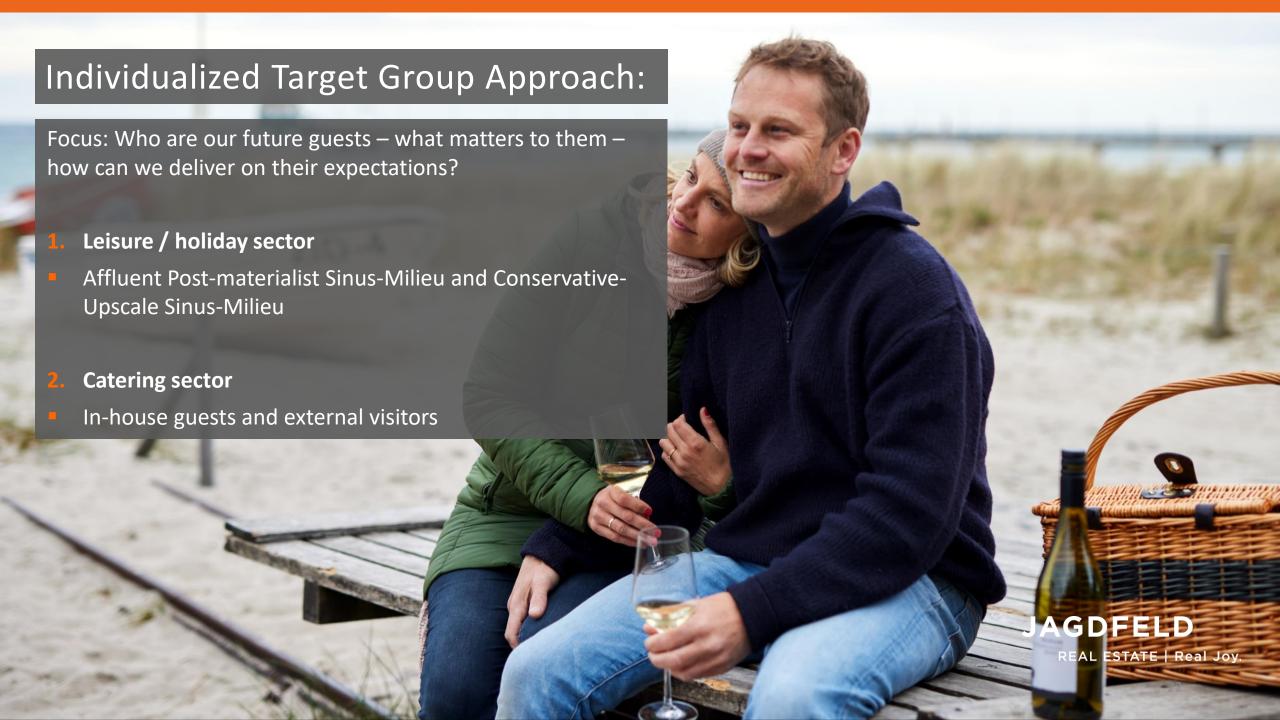


# The Experience Dimensions III

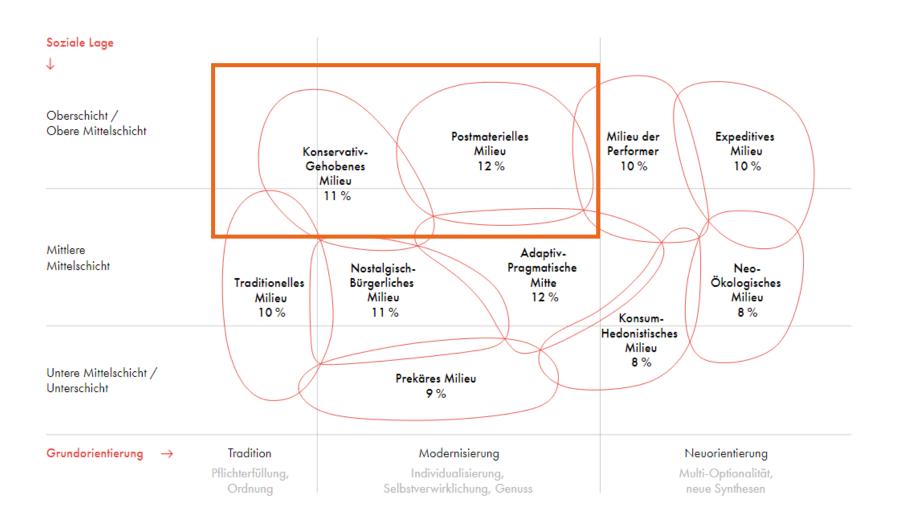
"In good company" - We are individual, self-confident and self-sufficient, but we also know that we are stronger together; we value good company. We are a close-knit team and are firmly rooted in our neighbourhood. Many of our guests come back again and again, they feel that the chemistry is right here, others would call us regulars, we say friends for life.

"The good life" - we don't call it luxury, but a way of life, we're not lifestyle, but we have style. You can see it from the outside: what has class needs no frills, substance comes without accessories. Comfort zones are something beautiful for us, because in the tranquillity of nature you can also discover your own personal nature. And if you are lucky enough to be by the sea, you actually have all the happiness a person can have.





# Target Groups: Sinus Milieus



# Target Groups Leisure Example

### Conservative-Upper Milieu

The old structurally conservative elite

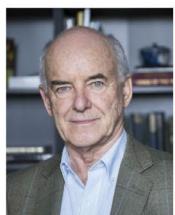


Classical ethics of responsibility and success, along with aspirations of exclusivity and status

Desire for order and balance

Self-image as a rock in the surf of postmodern arbitrariness

Erosion of society's leadership role





Guiding principle: "Privilege entails responsibility"

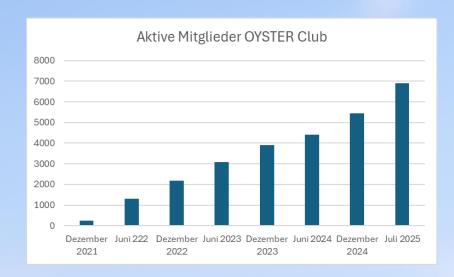
11 %

7,8 Mio. \*

\*Base population: German-speaking population aged 14 and over

# Loyalty Program: OYSTER Club

- Loyalty programme since December 2021
- Number of members is growing steadily
- Members receive a 10% discount on accommodation incl. breakfast; benefit from exclusive offers; receive our personal travel guide "Zingstliebe", a welcome drink and regional products on their first arrival; regional products on every subsequent arrival
- Members have more flexible cancellation conditions
- Over 50% of bookings are made via the member rate









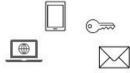
# 2. Implementation of AI-Driven Pricing

- Today, 80% of hotel bookings are made digitally
- The key to this process is to always offer the best price for the available rooms
- A highly complex, algorithmcontrolled revenue management system organises this process in real time

### Pricing in our Hotels







Reservations

All bookings for the future, received

via the website, directly in the hotel,

booking portals or intermediaries





Competitors prices + market capacity

Prices for the next 365 days

and the past, as well as

room availability

Guest reviews

Review scores from the

rating platforms

Historical data

All reservation data from the past

Employee data

Information not yet available in data form (events, refurbishments, guest preferences)

Optimization

Based on the data and using algorithms, the optimal selling price for the next 365 days is determined. Depending on the hotel, prices are calculated several times a day.

Direct transmission of prices and restrictions to the sales channels



Artifictial intelligence



Sales channels

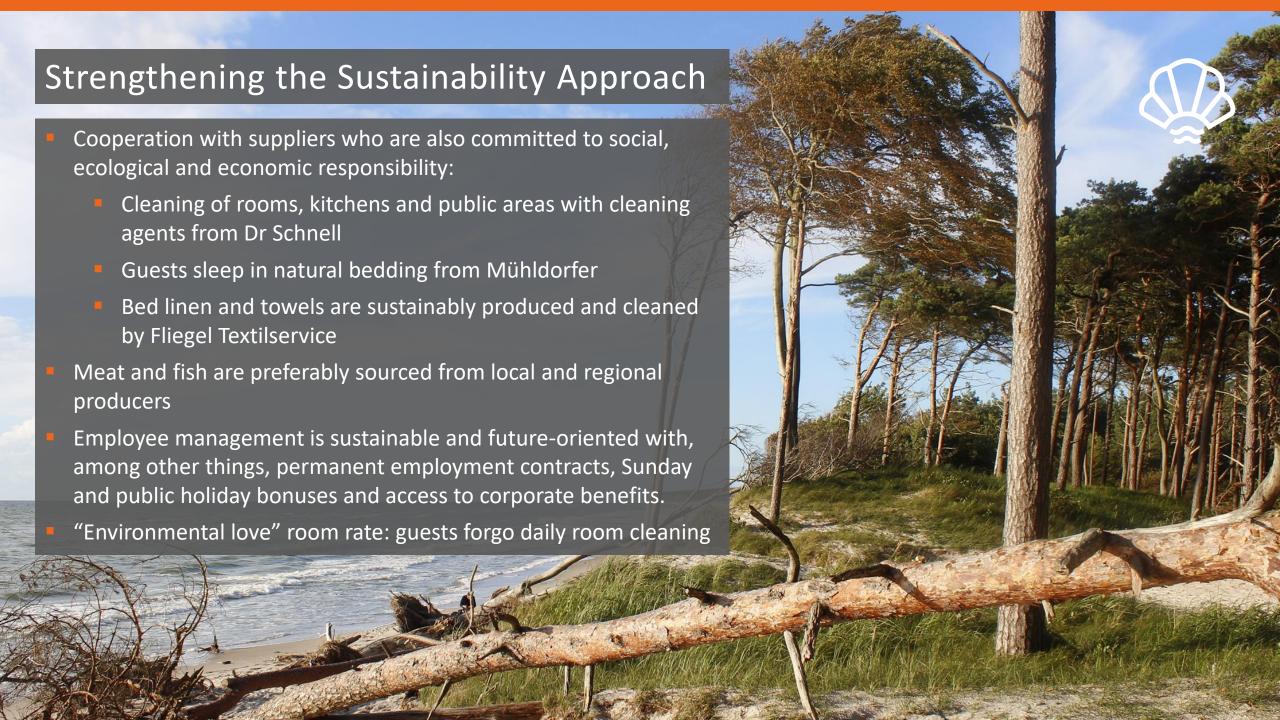
Additionally, the system checks during each optimisation whether sales restrictions need to be applied in order to maximize sales

Depending on demand, the system can change prices and sales conditions multiple times a day to generate the best possible revenue.









- Guests staying at the Strandhotel Zingst in 2023 were able to forgo daily room cleaning as part of the "Environmental Love" programme.
- This resulted in a saving of 1,400 cleanings.
- The hotel donated 5 euros for each cleaning that was not carried out.
- In total, a sum of 7,000 euros was raised, which the hotel donated to the Junior Rangers and the NABU crane centre.









- Certified Sustainability GreenSign Level 4 (of 5)
- All relevant areas of the hotel operation were checked for sustainability and awarded points.
- The hotel was assessed against over 100 criteria in 8 categories such as environment (energy, water, waste), biodiversity and cultural heritage or quality management and sustainable development with a final audit
- Level 4 stands for sustainable hotel management and the fulfilment of the most important criteria in harmony with ecological standards, social commitment and economic success.
- Criteria of the 'Global Council for Sustainable Tourism' (GSTC -Global Sustainable Tourism Council) are thus also fulfilled.





CERTIFICATE

GREENSIGN HOTE

**ERTIFIKAT** 

# ZERTIFIKAT

Die Zertifizierungsstelle des Instituts für Nachhaltige Entwicklung bescheinigt, dass das Unternehmen

### Strandhotel Zingst

Seestraße 60 18374 Zingst

eine umfassende Nachhaltigkeitsprüfung in den Bereichen

Management and Komm	anilestion:
Umwalt (Energie, Wasse	c Abfaiti:
Biodisersitist and Kaltura	eliss Ethic
Liniaut	
Regionalist and Mobilit	āt
Qualitätsmanagement u	nd nachhaltige Entwicklung.
Soviale Werantwortung	
Wirtschaftliche Veranty	criting



nach der Verfahrensverordnung zur GreenSign Zertifizierung (GS-VVO D-07/230015) erfolgreich absolviert hat. Durch ein Audit, Bericht-Nr. 00590 wurde der Nachweis erbracht, dass GreenSign als Nachhaltigkeitsmanagementsystem eingeführt ist und angewendet wird.



Suzann Heinemann

\_\_\_\_\_

Doreen Cramer

äftsführerin Berl

Berlin, 15.05.2023 Dieses Zertifikat ist gültig bis 13.04.2026 Zertifikats-ID Hotel-590-2023

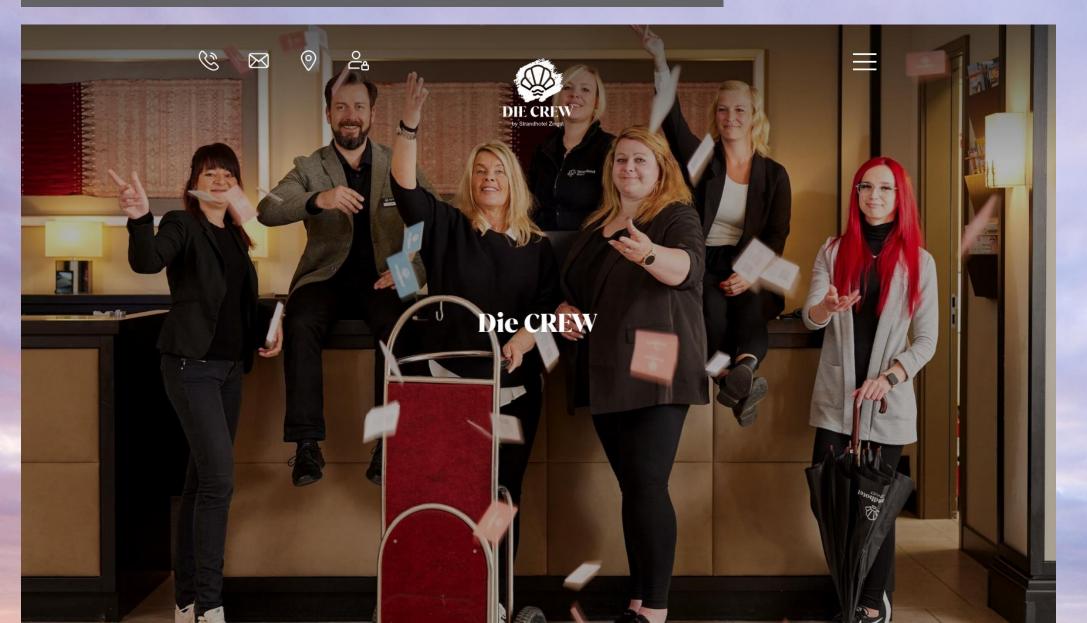
> GreenSign Institut GmbH Katharinenstraße 12, D-10711 Berlin

- Promotion of the 'S = Social' in ESG
- Development of the employer brand 'DIE CREW' in
   2023Development of a team mission statement and values
  - # Openness / openness to new ideas and further development
  - # Trust / loyalty
  - # Passion / fun
  - # Fairness / equal treatment
  - # Dealing at eye level / on a first-name basis
  - # Diversity
- Development of a website www.strandhotel-zingst.de/die-crew and use of various social media channels



DEIN ERFOLG. DEINE KARRIERE. DEINE ZEIT.





Benefits for DIE CREW



Fair Compensation



### **Bonuses & Allowances**

(Sunday & Holiday Bonuses, Night Shift Allowance and On-Call Compensation)



### Bonuses

(Christmas Bonus, Anniversary Bonus, Performance-Based Incentives)



### Non-Cash Benefits

(40 € per month and 60 € on your birthday)



Company pension scheme (hogarente plus)



### Tax Coverage

(Covering the taxation of meal expenses)



### Working Time Recording

(Accurate tracking of your working hours & payroll, compensation for overtime)



### Vacation Entitlement

(Above-standard and tiered based on company tenure)



### Extra Christmas Time

(Standard working hours on December 24th are reduced to 4 hours instead of 8 hours)



### **Development Meeting**

(Annual career development discussions)



### Catering

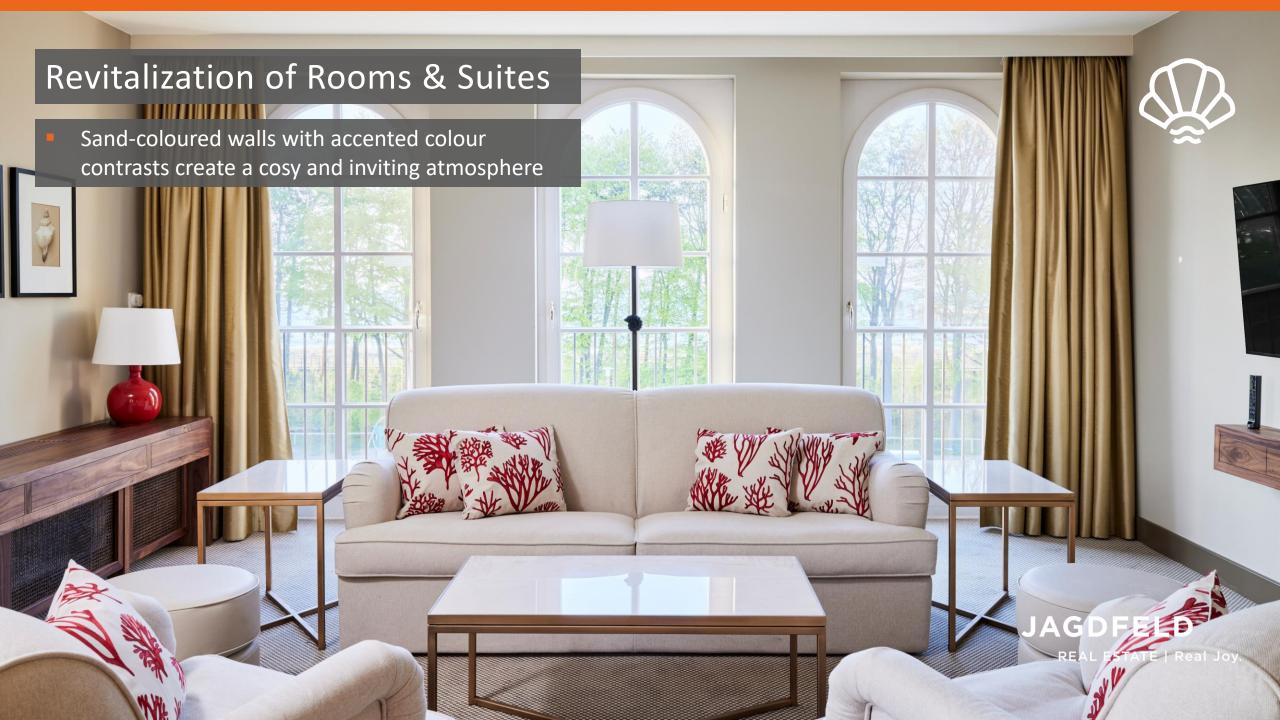
(Breakfast, lunch and dinner from the kitchen, including water, tea and specialty coffee)

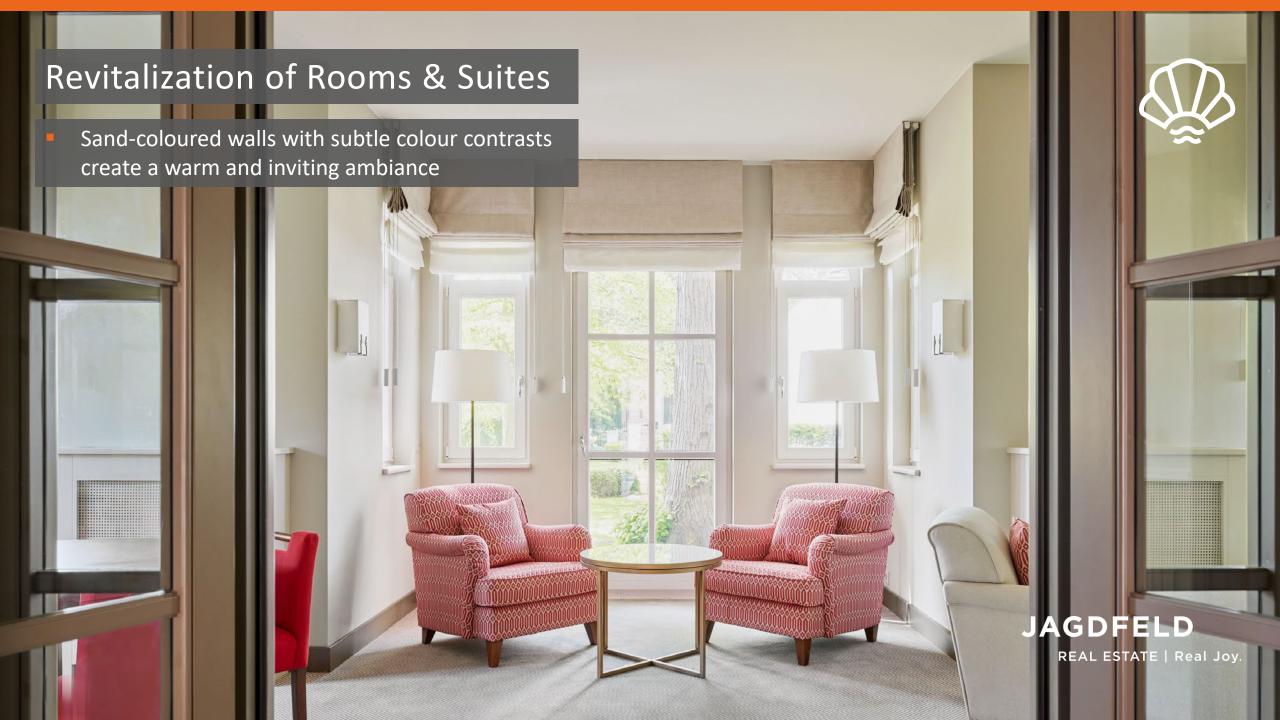


### **Additional Benefits**

(Job bike, temporary accommodation in the hotel/apartment until a permanent residence is found, discounted rates with many partners (Corporate Benefits))







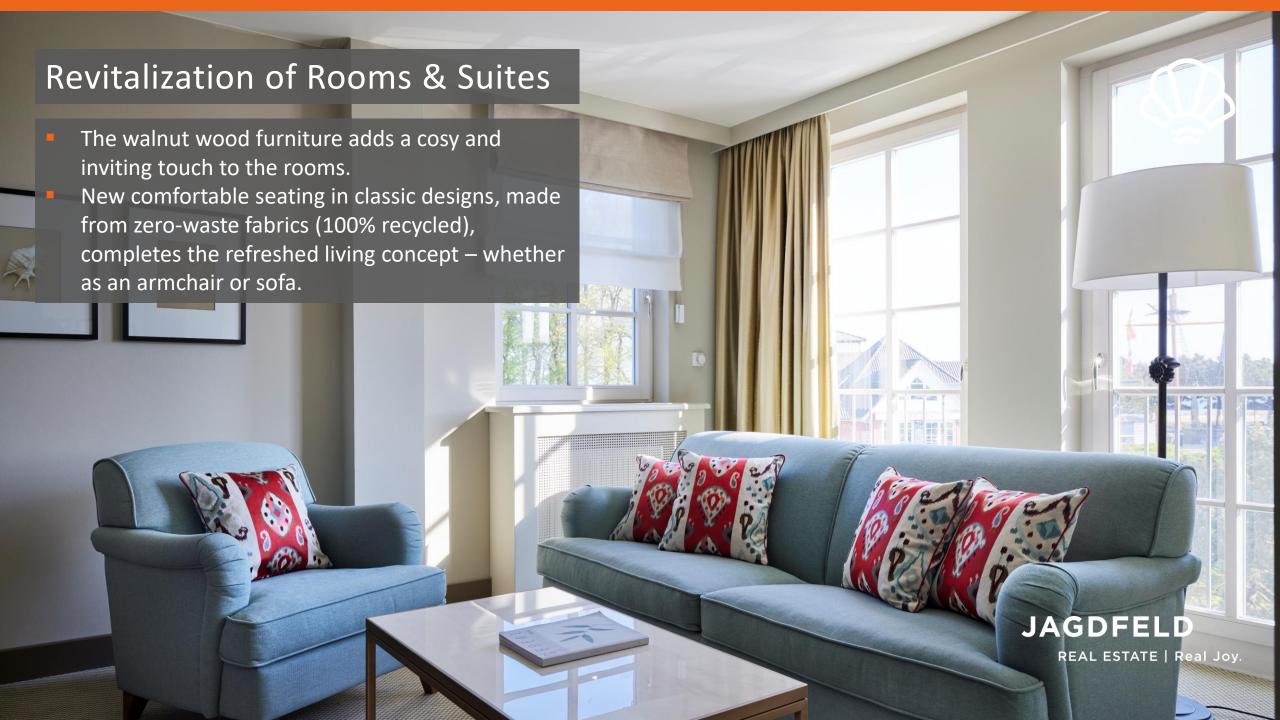
## Revitalization of Rooms & Suites

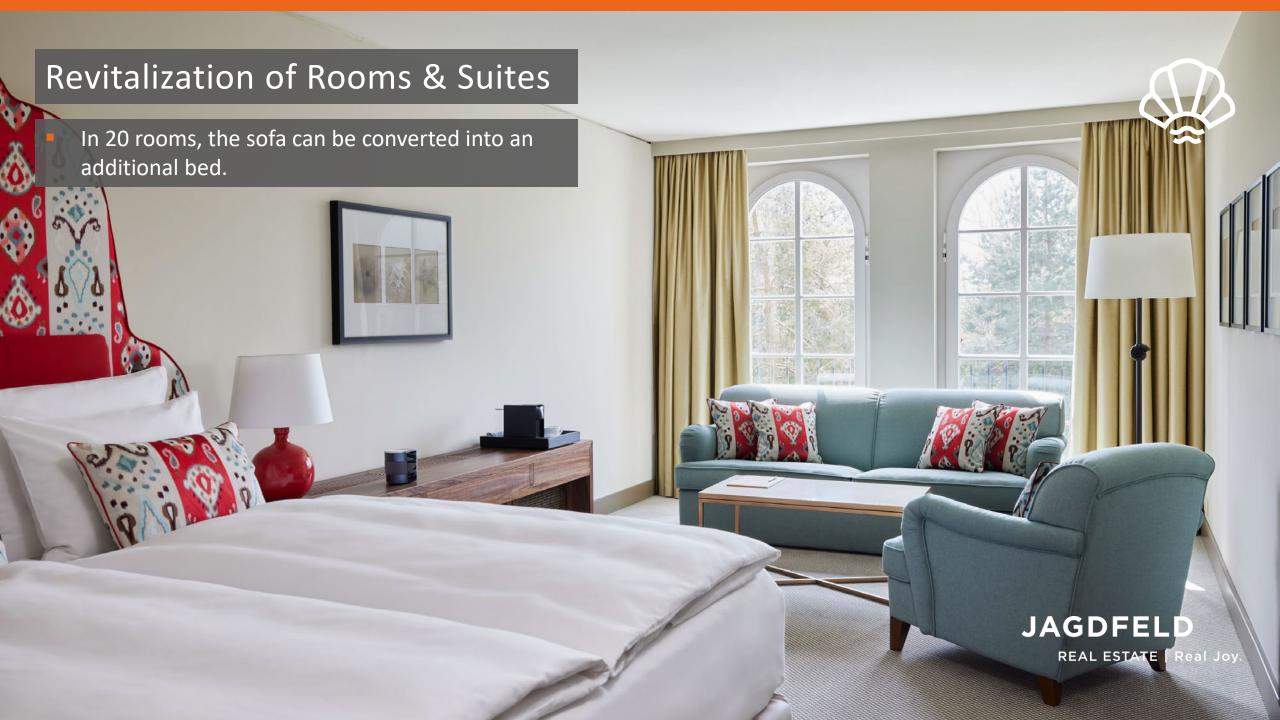
Curved headboards featuring Ikat or coral motifs blend elegance with a maritime flair













### Bathrooms

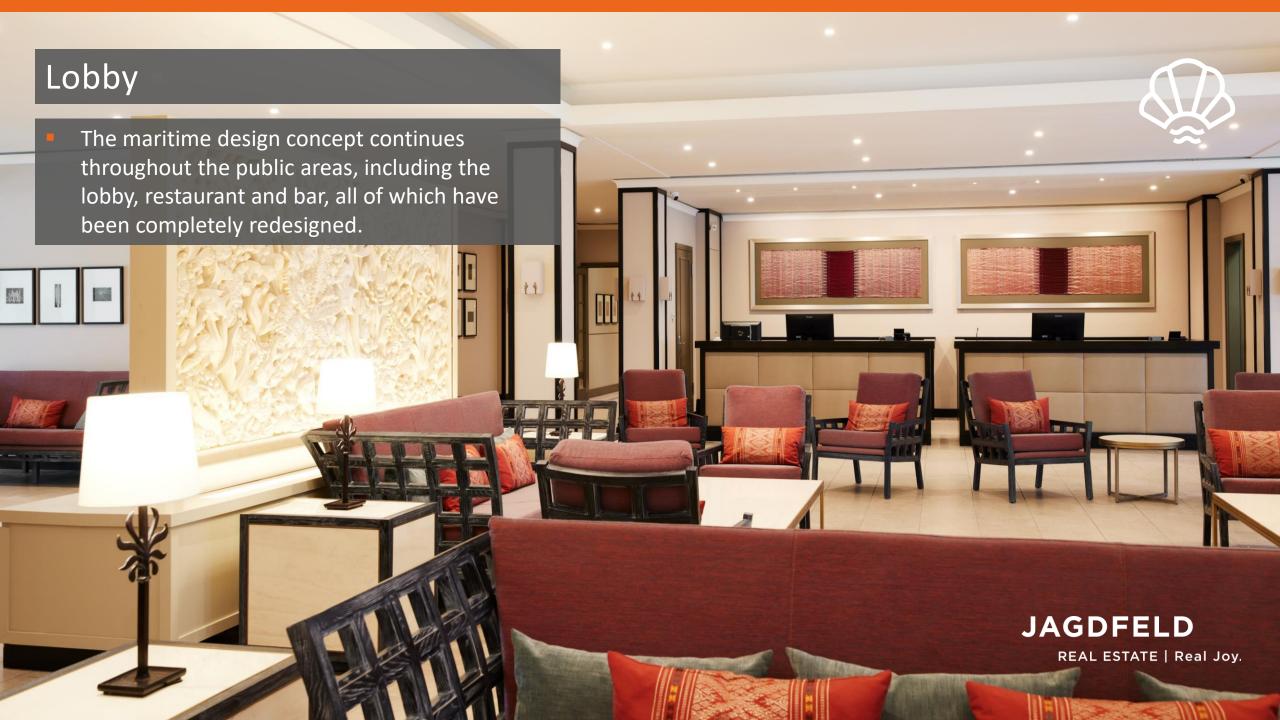
- The bathrooms have also undergone extensive renovations:
- Spacious, nearly floor-level showers have been added to 90 rooms, while the remaining rooms feature large bathtubs.
- Modern fixtures with easily adjustable thermostatic controls enhance comfort.

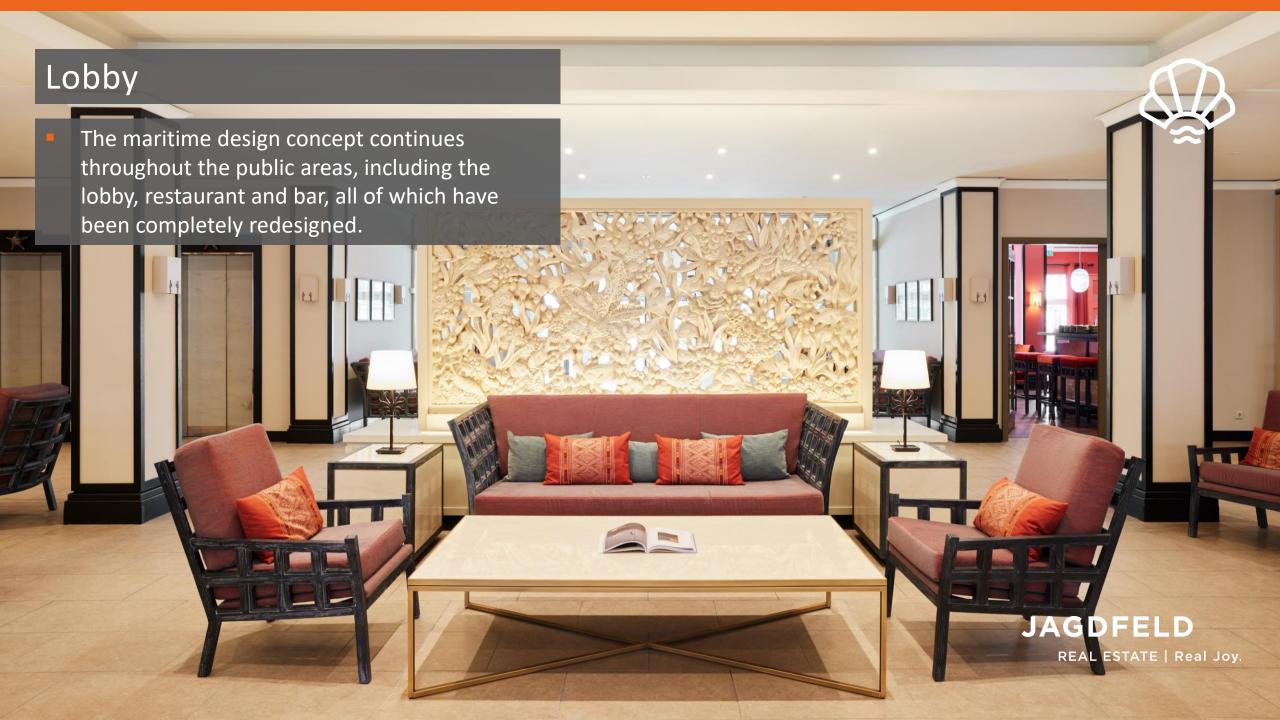


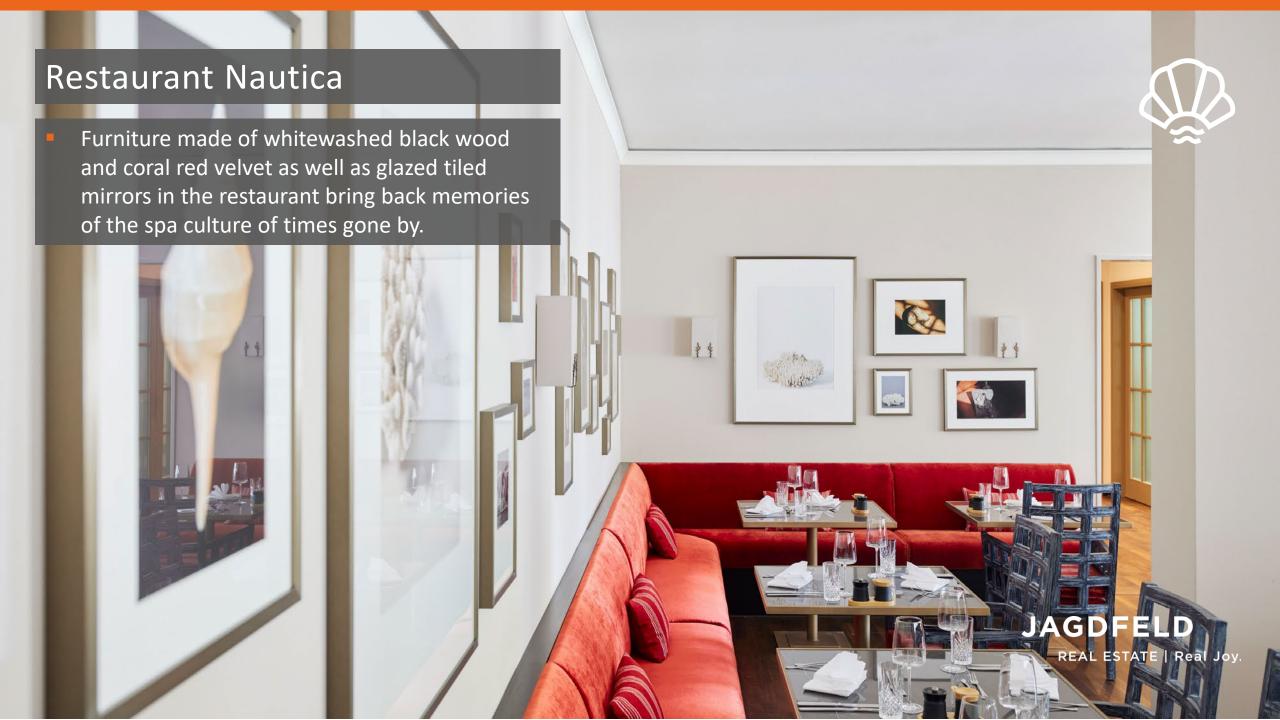


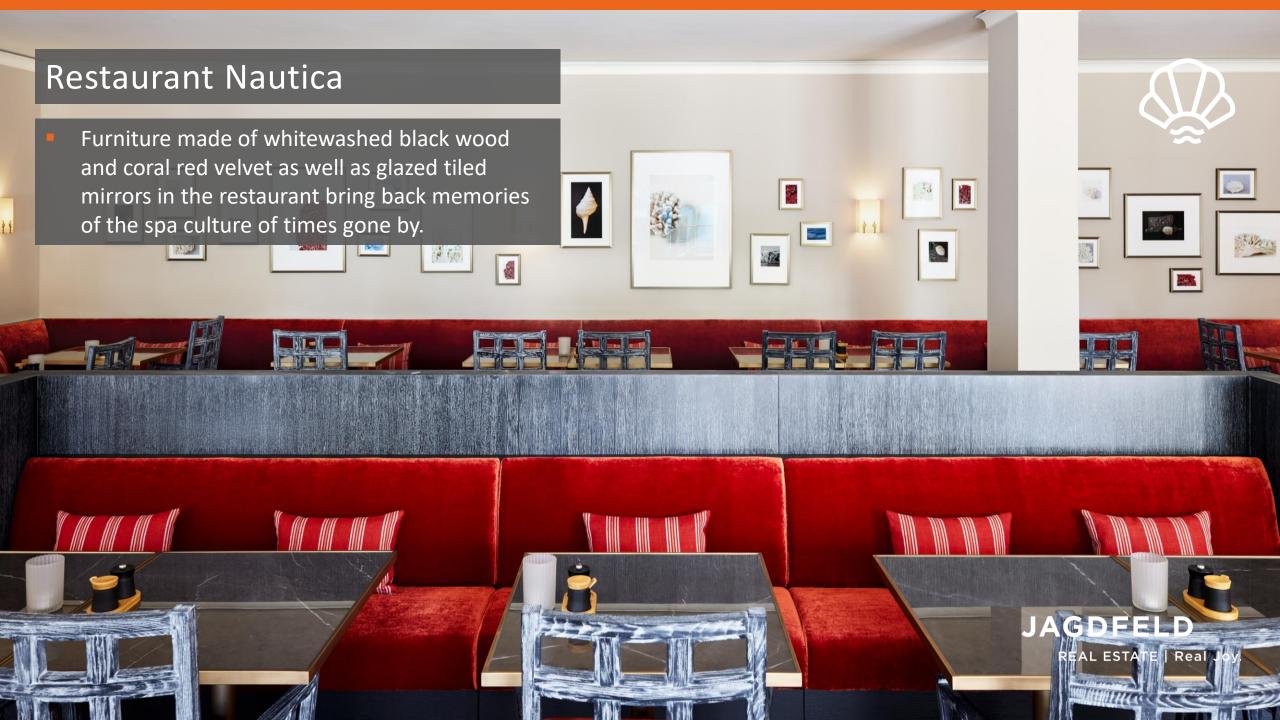


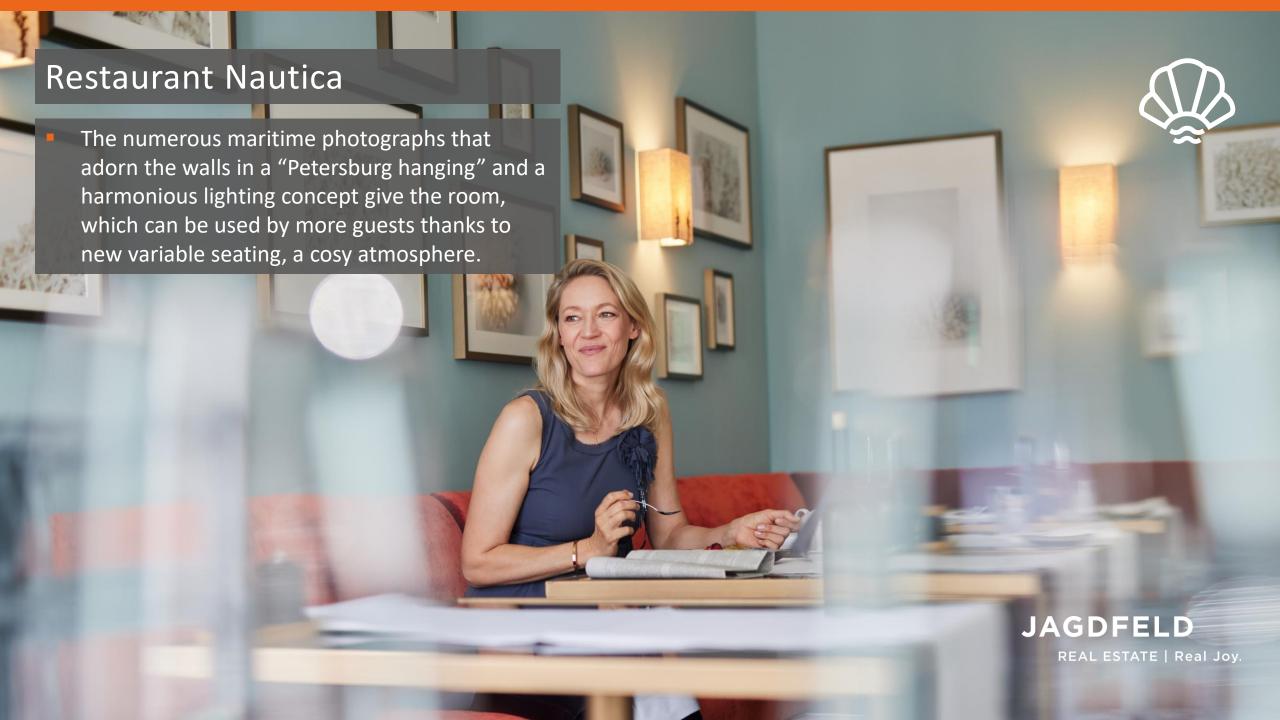
### **JAGDFELD**









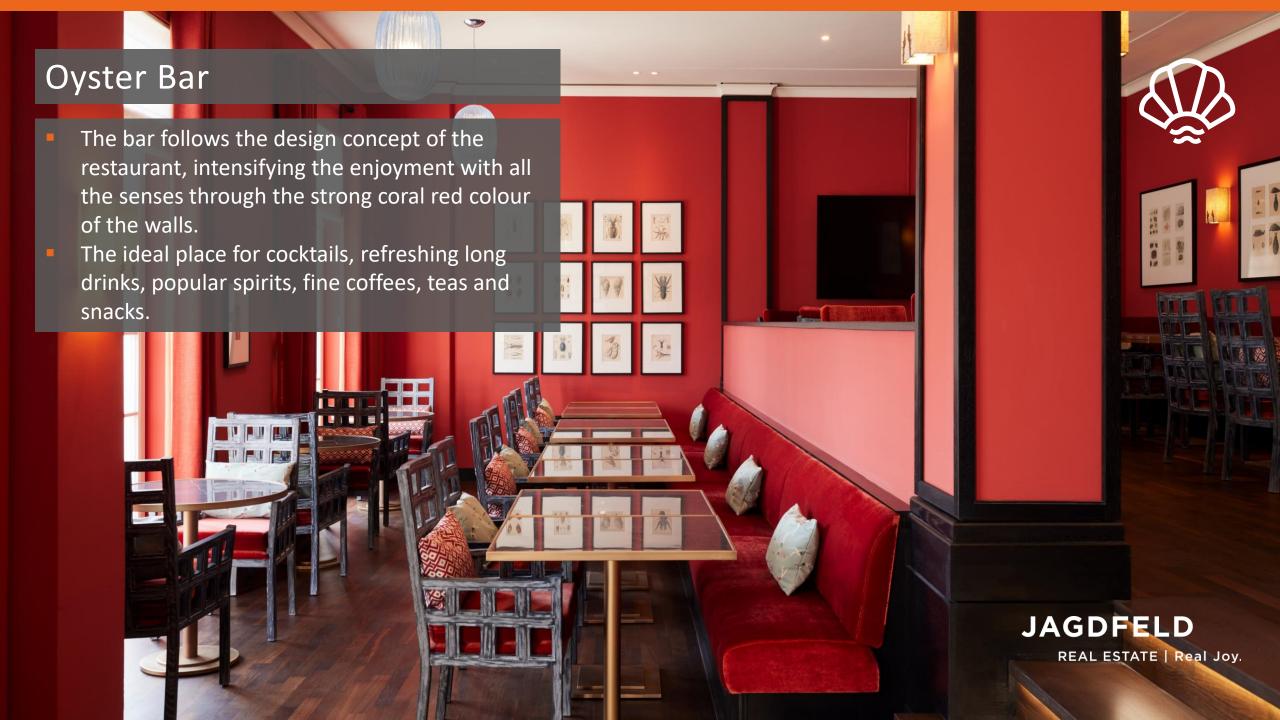


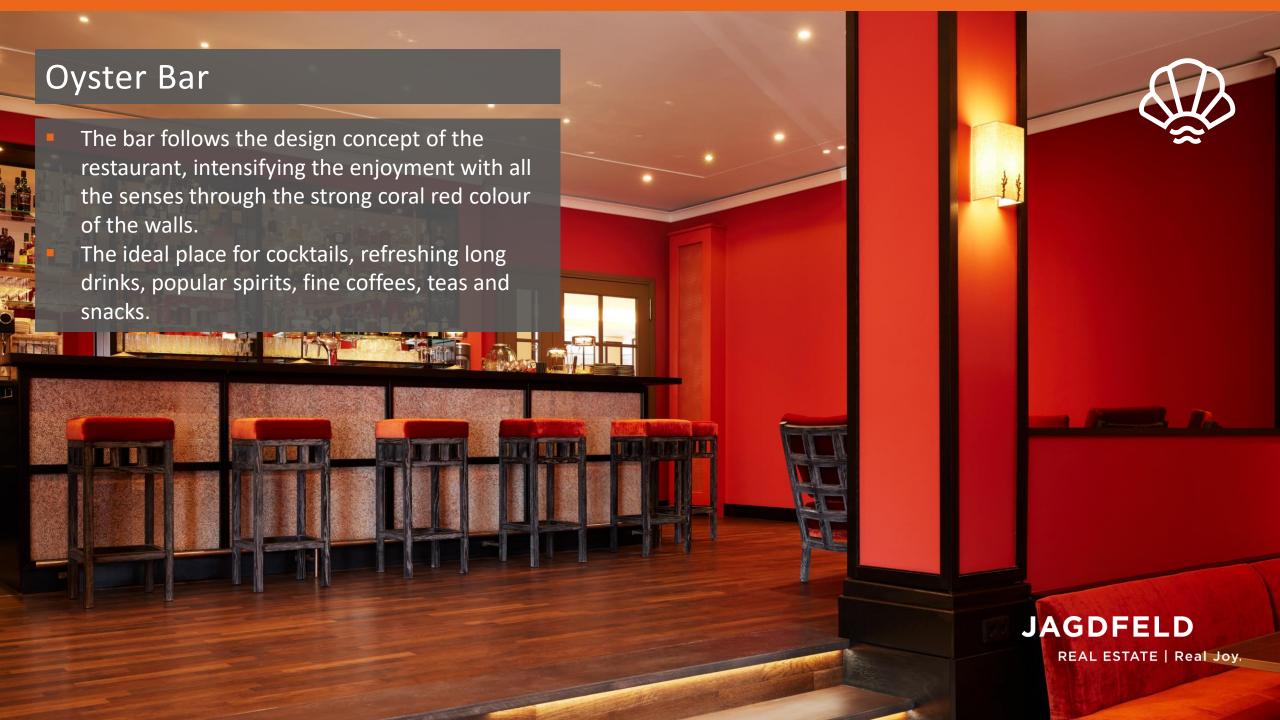
### Restaurant Nautica

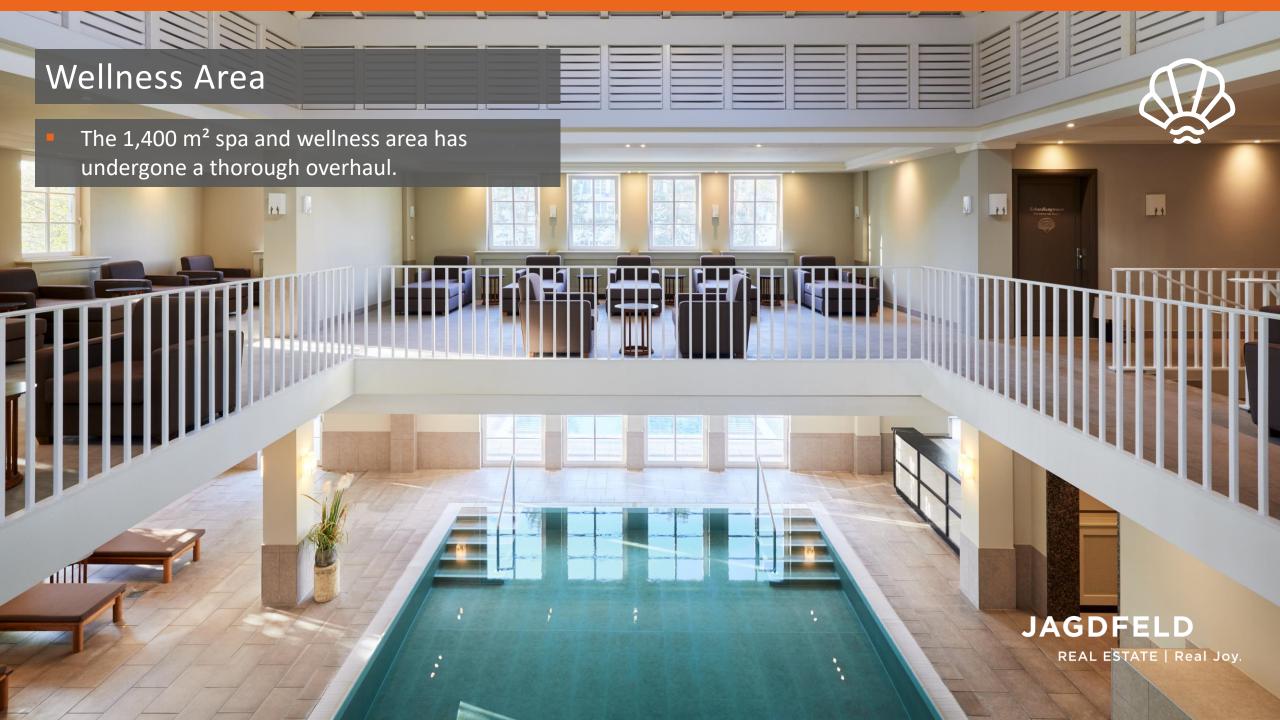
#### The new innovative kitchen concept:

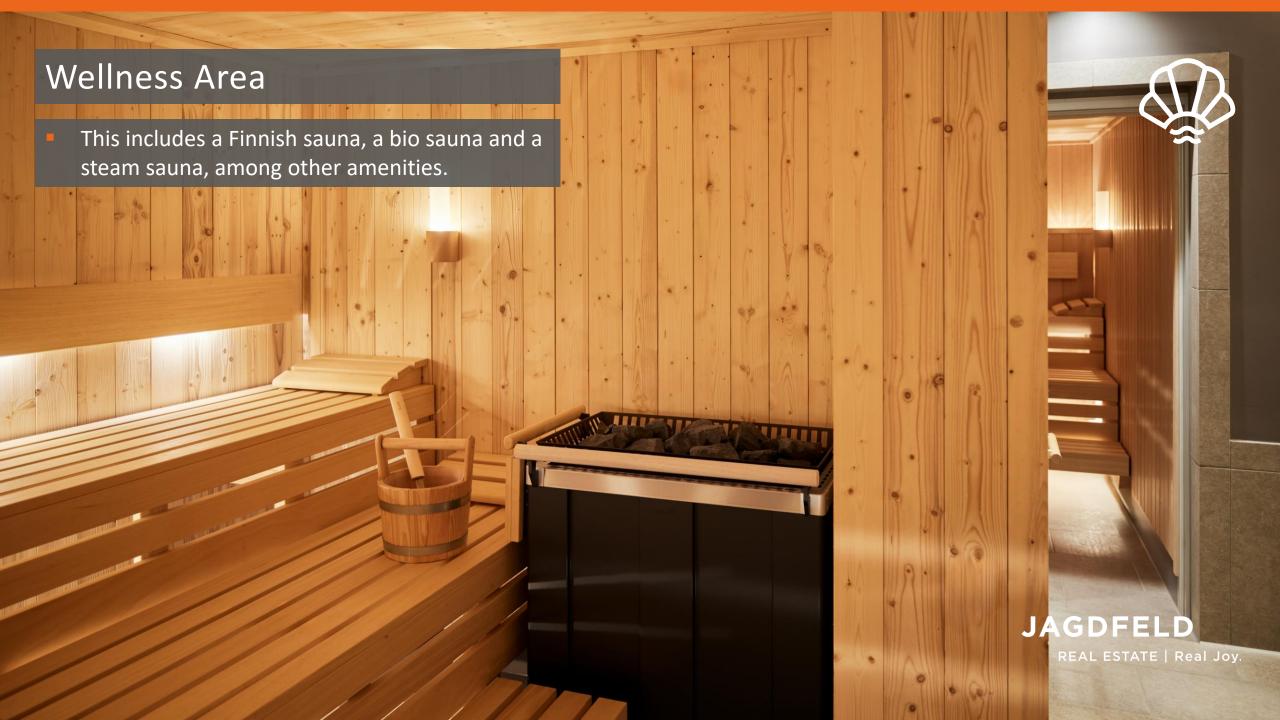
- Guests can now put together their own menu and the choice of dishes is more flexible and unconventional overall.
- Vegan and vegetarian dishes are now firmly established.
- Local and regional producers are favoured (the fresh fish comes directly from the neighbouring fisherman, for example)

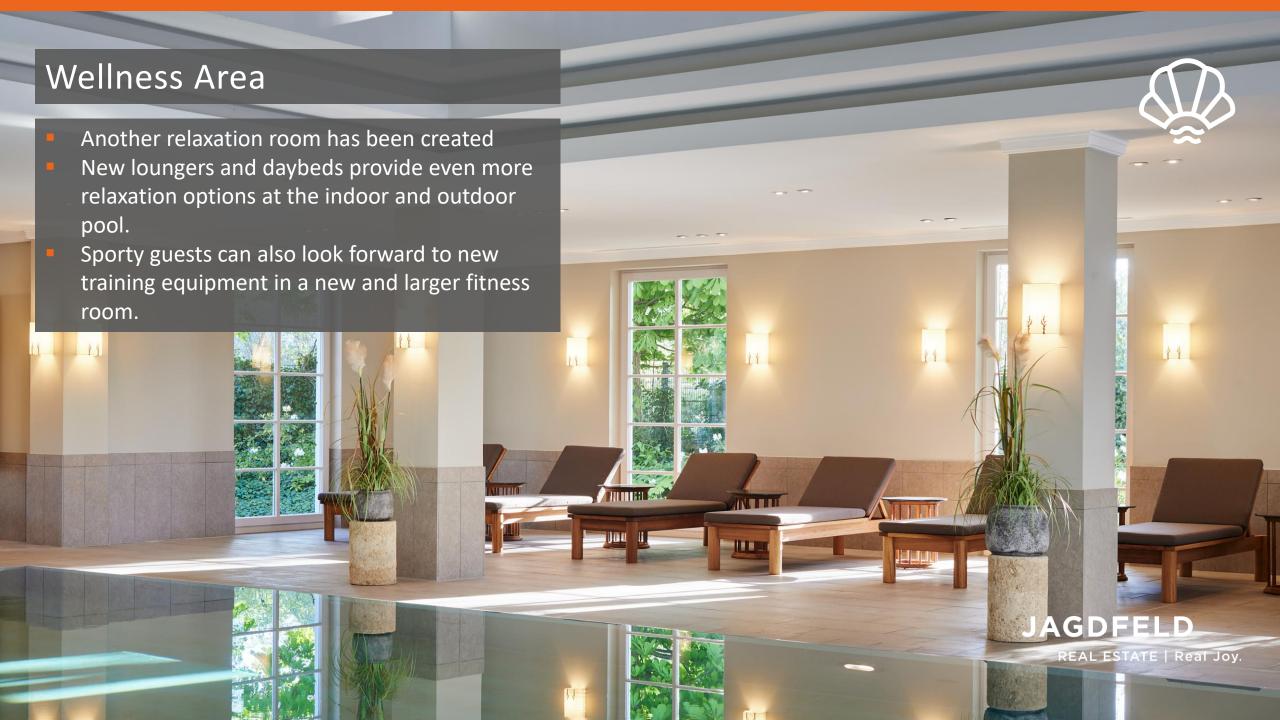














### Increased Economic Success

- 2010-2021: Steigenberger Management
   Ø Average profit per room p.a. Index: 100
- From 2022/23: JRE-Management
   Ø Average profit per room p.a. Index: 127
   (despite a 25% cost increase due to COVID and inflation)
- From 2024: JRE-Management
   Ø Average profit per room p.a. Index: 182
   (effect of marketing relaunch and revitalisation measures)
- From 2025: JRE-Management
   Ø Average profit per room p.a. Index: 193
   (Forecast: further rollout of 2024 measures)
- NOP-Increase (EBITDA) by 93% within 4 years compared to Steigenberger



## Award-Winning & Recognized

#### "TUI Global Awards 2023"

- The hotel is one of the 800 best accommodations out of a total of 13,000 hotels in the worldwide TUI programme.
- The annual winners of the TUI Global Hotel Awards are based on feedback from more than 16 million TUI guests in 2022, covering everything from service, food and facilities to the overall experience.



## Award-Winning & Recognized

#### **Holiday Check:**

- Title "Recommended on HolidayCheck" in 2023, 2024 and 2025
- With a recommendation rate of 93 per cent and 5.5 out of 6 points for 3 consecutive years, the hotel is one of the most popular hotels among HolidayCheck guests.
- In addition to its excellent location directly on the Baltic Sea beach, the owner-managed individual hotel shines in terms of service and the culinary offerings in the Nautica restaurant.
- HolidayCheck AG operates the largest independent online review portal for holidays and travel in German-speaking countries.



# Award-Winning & Recognized

#### falstaff Hotel Guide:

- Every year, the renowned Austrian travel magazine "Falstaff TRAVEL" honours the best hotels in Austria, Germany and Switzerland via its readers and a jury of experts.
- The "Strandhotel Zingst" was with 91/100 points repeatedly. The hotel scored full marks in the "Wellness" and "Location" categories.
- The hotel also scored 14 out of 15 and 9 out of 10 points in the "Service" and "Ambience" categories, respectively.
- Over 1,200 hotels, spread across four countries, made it onto the best lists in 2025.

## falstaff HOTEL GUIDE 2025

STRANDHOTEL ZINGST

18374 ZINGST

VURDE VON 25.000 TRAVEL CLUB MITGLIEDERN UND EINER EXPERTENJURY MIT

91

HERVORRAGEND

AUSGEZEICHNET



Wolfgang M. Rosan Herausgeber Falstal

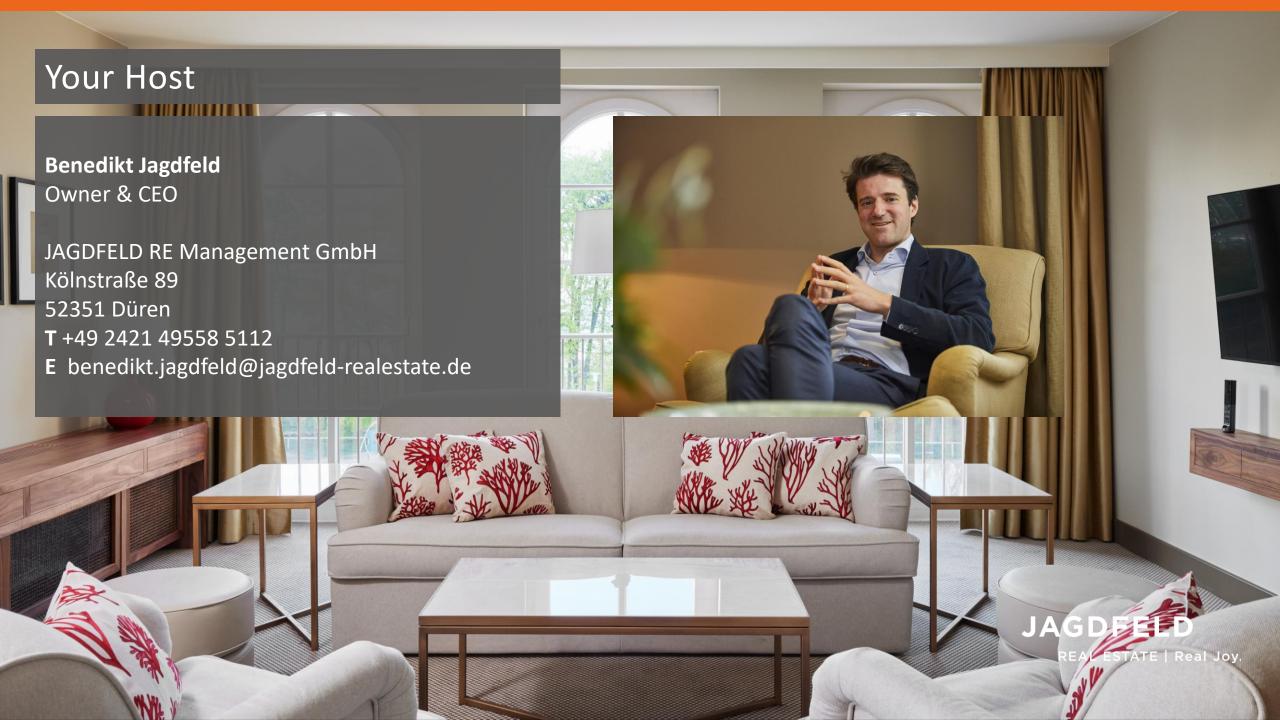
falstaff.cor

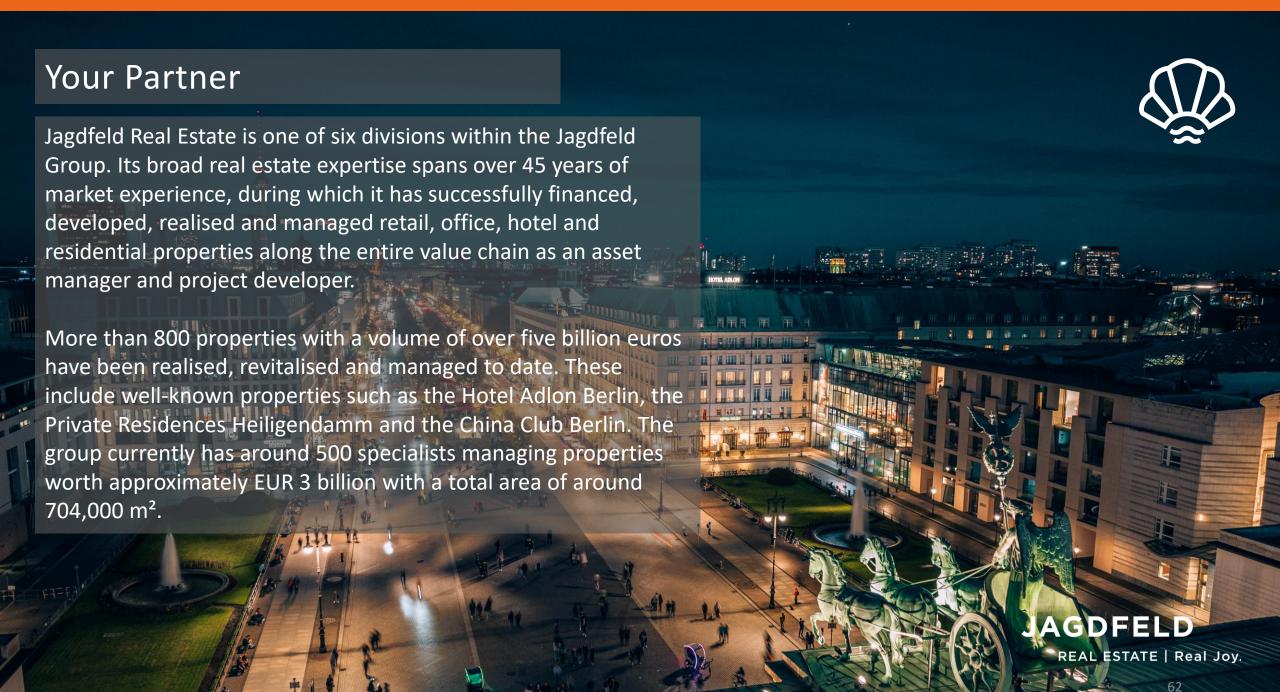


BEST OF GERMANY 2024

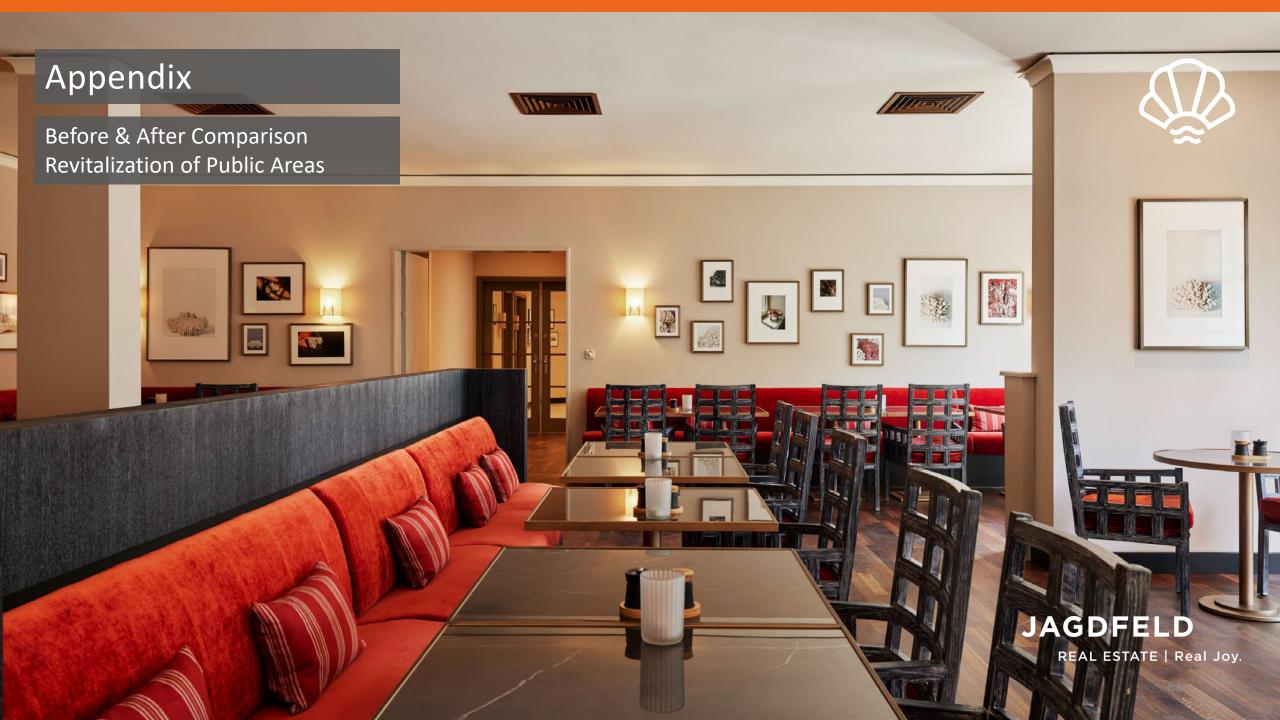
falstaff-travel.com











# LOBBY / FOYER - BEFORE





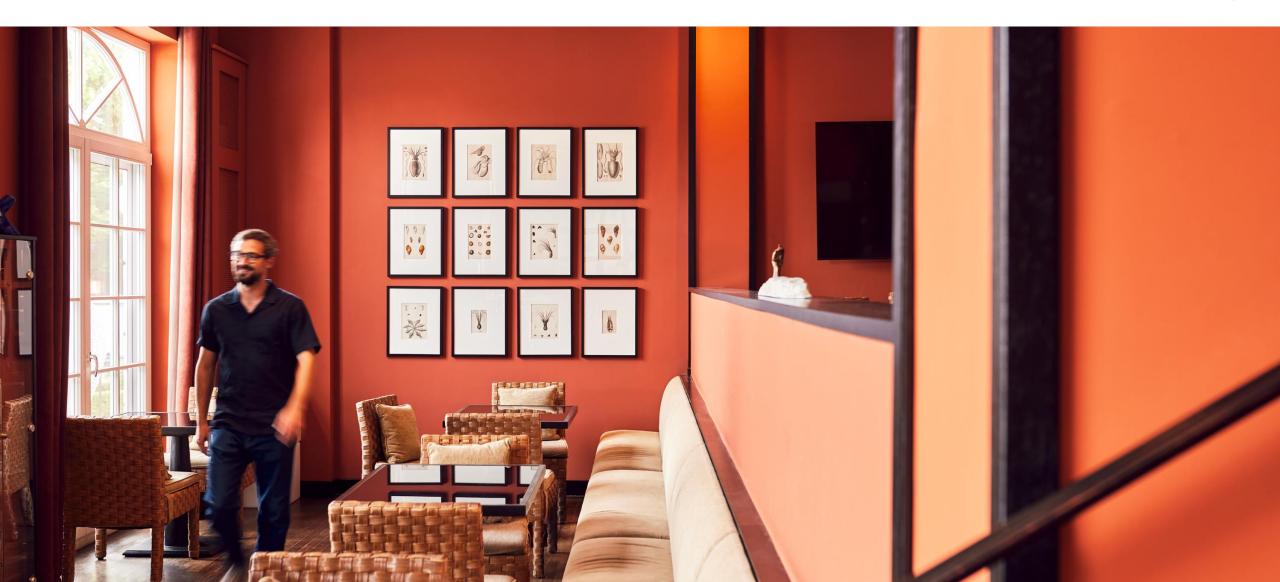
# LOBBY / FOYER - AFTER

### **JAGDFELD**



# OYSTER BAR - BEFORE

#### **JAGDFELD**



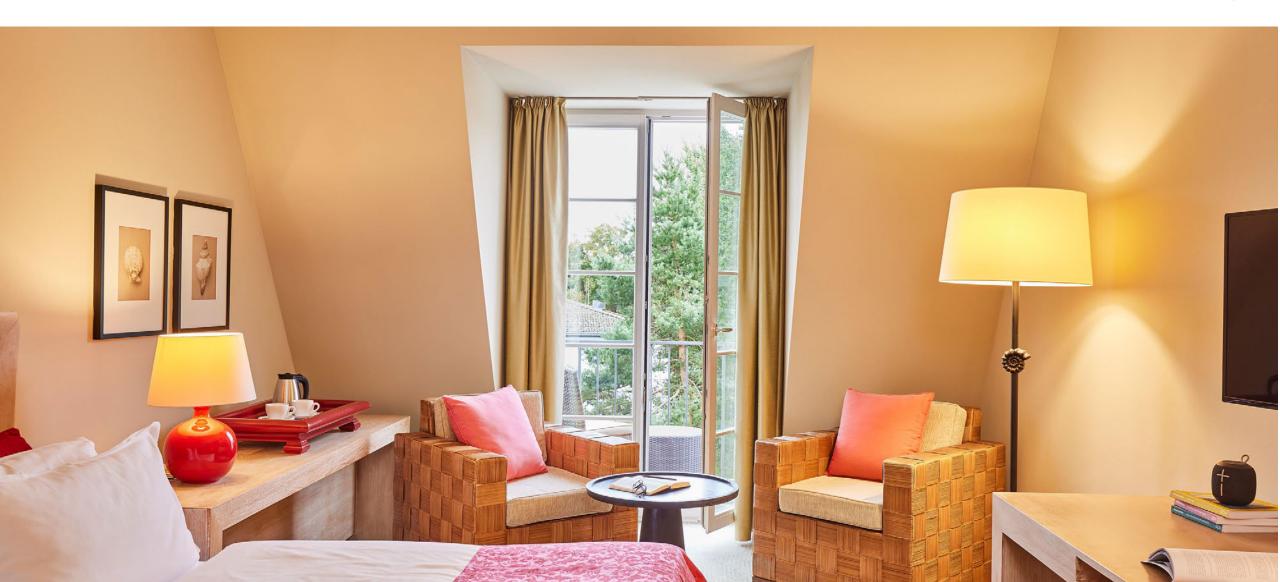
# OYSTER BAR - AFTER

#### **JAGDFELD**



# ROOM – BEFORE





### **JAGDFELD**



### **JAGDFELD**



### **JAGDFELD**



### **JAGDFELD**



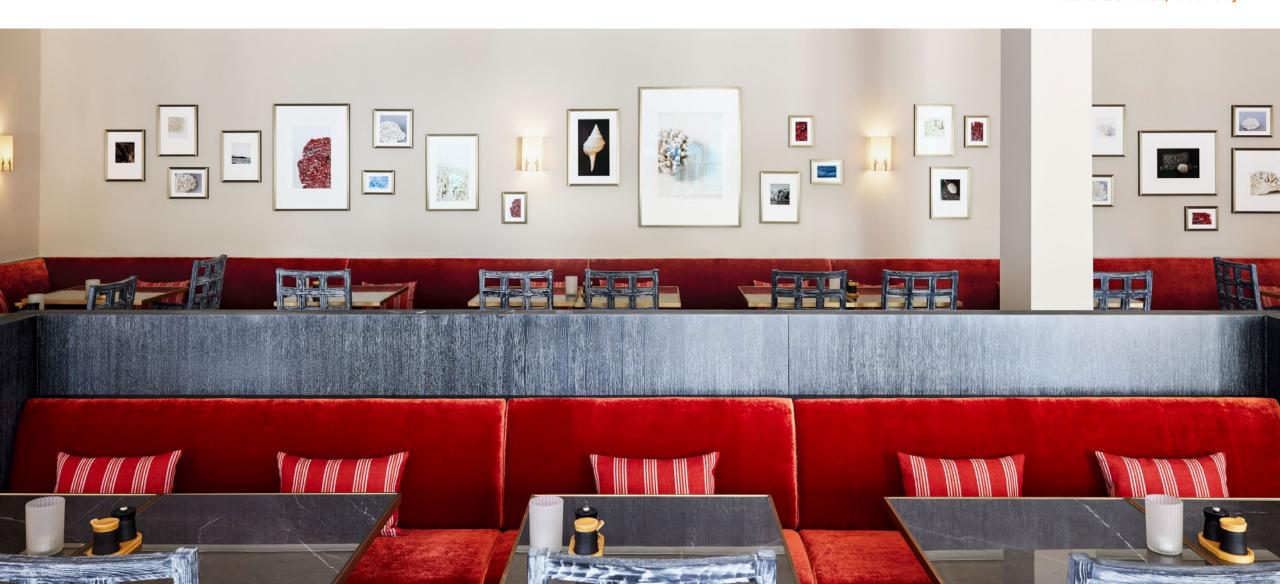
# **RESTAURANT NAUTICA - BEFORE**

#### **JAGDFELD**



# **RESTAURANT NAUTICA - AFTER**

#### **JAGDFELD**



# WELLNESS AREA - BEFORE

#### **JAGDFELD**



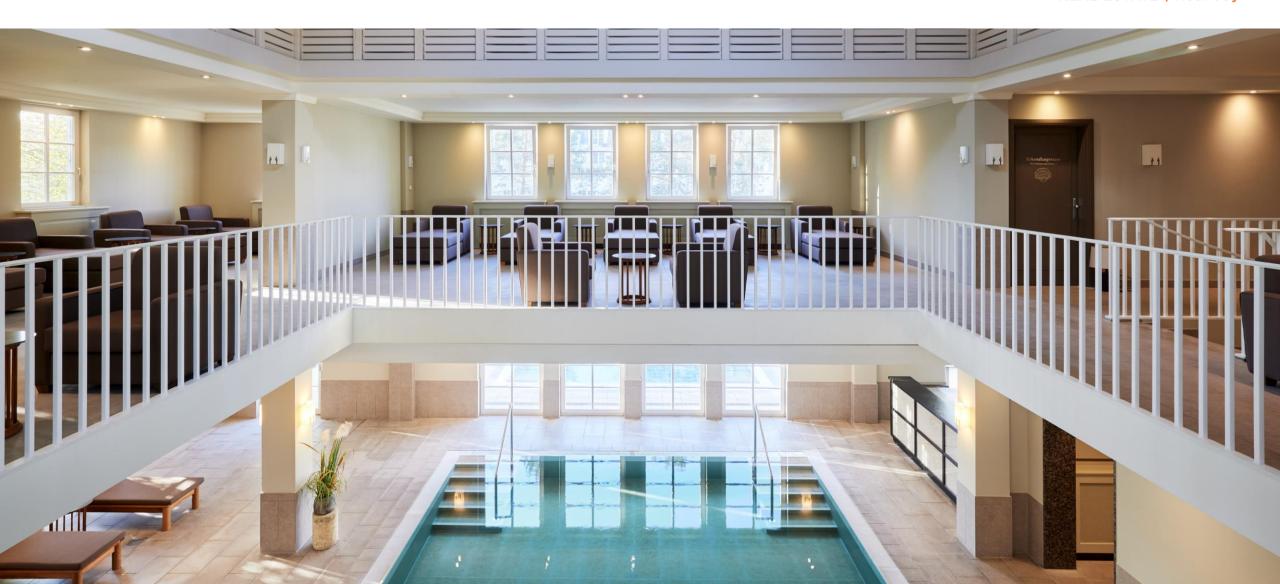
# WELLNESS AREA - AFTER

#### **JAGDFELD**



# WELLNESS AREA - AFTER

#### **JAGDFELD**



## Target Groups Leisure Example

### Conservative-Upper Milieu

The old structurally conservative elite

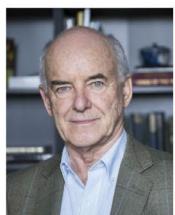


Classical ethics of responsibility and success, along with aspirations of exclusivity and status

Desire for order and balance

Self-image as a rock in the surf of postmodern arbitrariness

Erosion of society's leadership role



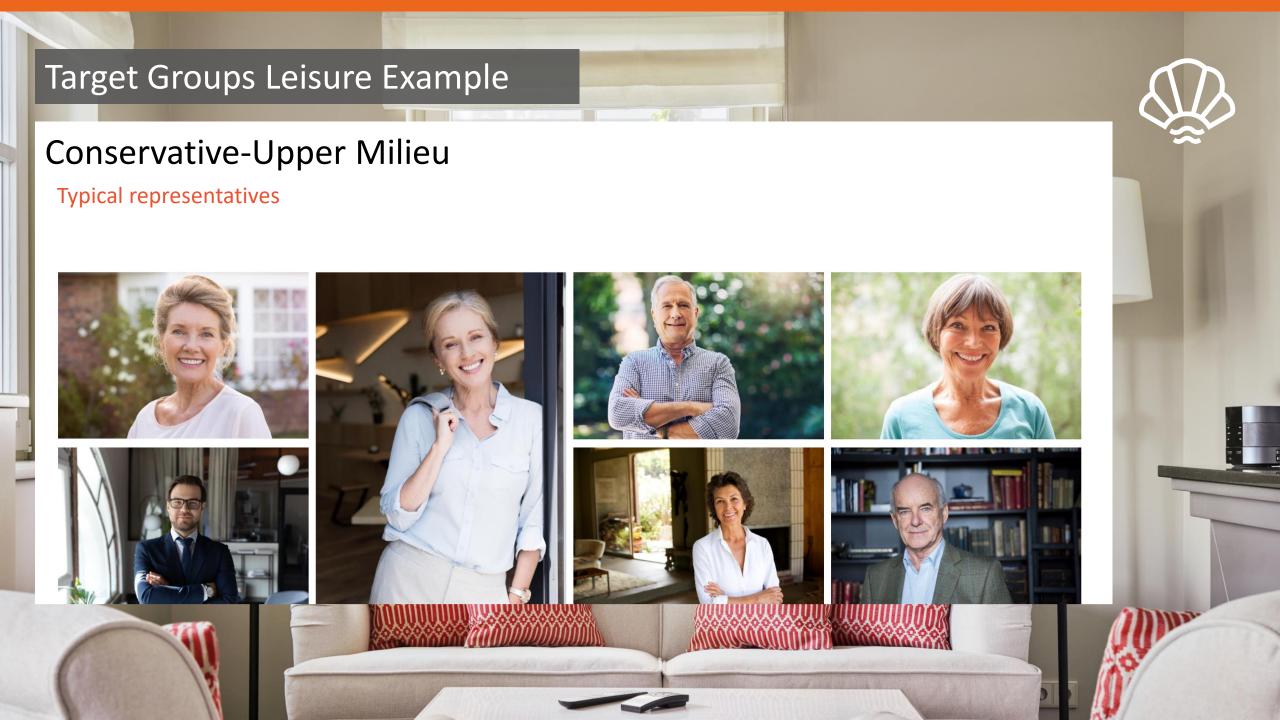


Guiding principle: "Privilege entails responsibility"

11 %

7,8 Mio. \*

\*Base population:
German-speaking population aged
14 and over



## Target Groups Leisure Example

### Conservative-Upper Milieu

#### **Basic orientation**

- Self-perception as the conservative elite of society; meritocratic mindset: success through achievement, sense of duty, ambition and seriousness; personal responsibility and responsibility towards society; high expectations of oneself and others.
- Advocates of Christian-humanistic principles and conservative-bourgeois values: tradition, intact family, seriousness, decency, education and cultivation, discipline and order, authority, faith and religion; self-image as guardians of Western cultural heritage.
- Criticism of ongoing decline in values, postmodern arbitrariness and the superficial spirit of the times; rejection of vulgar fun culture and the irresponsible throwaway society; desire for order, discipline, balance and sustainability.
- Self-confidence of the traditional establishment: elevated status in society, secure material conditions, exclusive and distinguished lifestyle; awareness of status and class, acceptance of social inequality.
- Growing scepticism towards accelerated modernisation dynamics (globalisation, pluralisation and diversity), increasing difficulty in keeping pace with digital change; erosion of society's leadership role and loss of opinion leadership.



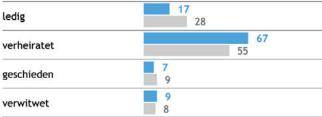
## Target Groups Leisure Example

#### Konservativ-Gehobenes Milieu

Soziodemografische Fakten im Überblick

#### Verteilung Alter ø 53 Jahre ca. 7,8 Mio. Männer Frauen 50-69 J. 51 49 30-49 J. ≥ 70 J.

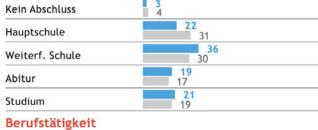
#### **Familienstand**



davon leben 9% in einer Beziehung (Bev: 15%).

• 33% der Konservativ-Gehobenen sind unverheiratet (Bev: 45%),

Bildung

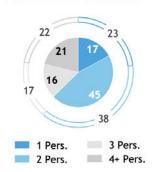




#### Stellung im Beruf

- · Überwiegend voll berufstätig oder bereits im Ruhestand
- · Leicht überdurchschnittlicher Anteil an Selbständigen
- · Oftmals in qualifizierten bzw. leitenden Positionen

Personen im Haushalt



#### Haushaltssituation

	% KOG	% Bev.
Eigene Kinder	74	65
Kinder im HH		
<6 J.	7	10
6 - 13 J.	13	14
14 - 17 J.	13	13
Enkelkinder	38	30

#### Haushaltsnettoeinkommen ø 3.585 € (Bev: 3.232 €)



Quelle: b4p 2022 - 30.810 Fälle; Angaben in % Basis Konservativ-Gehobene: 3.417 Fälle

