



Heritage Consulting by B+R LLC

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Certifications:



CAPABILITY STATEMENT

Heritage Consulting by B+R is a minority women-owned small business consulting firm that delivers business solutions and training that drives Performance Improvement, Culture and Operational Transformation in Hospitality, Healthcare, Corporate and Government sectors.

Heritage Consulting by B+R's principals, Olive Brown, CEO and Angella Reid, COO collectively share over 40 years of hospitality experience and are involved in each engagement to add oversight and our commitment to service excellence. We lead a network of extraordinarily talented consultants whose expertise in luxury Hotel operations spans Asset Management, Crisis Communication and Brand Marketing, Finance, Sustainability Strategy and Operations, Global Event and Revenue Management for brands Ritz-Carlton Hotels & Residences, Four Seasons Hotels and Resorts, Bellagio, MGM, Kempinski Hotels, Mandarin Oriental, IHG and The White House.

Value Proposition:

- Network of diverse experts under one umbrella – holistic approach to solving your business needs
- Ritz-Carlton service trained
- SBA Women Owned Small Business (WOSB)
- Wealth of hands-on experience

CORE COMPETENCIES

Diversity and Inclusion

Diversity and Inclusion is not a buzz word but a business imperative tied directly to the business case of the best companies in the United States and around the globe. Through case studies and self -assessments we demonstrate to your organization the benefits of an inclusive workforce culture and help you develop the tools and competencies for a sustainable diversity and inclusion strategy. We regard leading a diverse workforce is a necessity and an asset for companies to be best in class.

Organizational & Customer Service Culture Transformation

Service is the new “brand” differentiator! Are you launching a new culture, trying to evolve an existing culture, or interested in sustaining your current culture? Our experts will leverage the systems and processes of your organization’s brand to deliver world class service, improve your employee and customer engagement by creating a differentiator against your competitors. We will drive transformational change that will build and sustain your culture.

Business Performance Improvement

- Operation Assessments and Mystery Shops
- Organizational Change Management
- Interim Leadership - Task Force
- Global Event Management
- Crisis Communication and Reputation Management
- Brand Marketing & Crisis Communications Services
- Sustainability Strategy and Operations
- Executive Assistants and Project Management Services

Leadership & Culture Transformation

- Customer & Workforce Engagement
- Patient Care Service Experience – bringing Hospitality to Healthcare
- Leadership Development and Executive Coaching

Financial

- Corporate Finance, Transaction Services, Restructuring, Risk Management
- Audit Assurance

Keynotes