



Domaine de Vieux Mareuil

Interim Operations Management – Summer Season Case Study





The Challenge

Mission Context

Domaine de Vieux Mareuil, a collection of prestigious residences in France's Dordogne region, needed immediate operational leadership ahead of their busiest summer season. With the search for a permanent Operations Director underway, the property required an experienced interim executive to maintain service continuity and elevate guest experiences to luxury hospitality standards.

The mission centered on ensuring seamless day-to-day operations while implementing quality benchmarks aligned with the Domaine's premium market positioning.

Core Objectives

- Assume full responsibilities as Interim Operations Director
- Lead and mentor permanent staff and seasonal team members
- Direct onboarding and training programs for new recruits
- Institute quality control protocols based on luxury hotel standards
- Establish centralized concierge services for all guest requests
- Deliver palace-grade refinement and service excellence

Strategic Implementation



Operational Leadership

Executed rapid integration into leadership role with immediate team assessment and personalized support protocols for all staff members.

Proactively managed unexpected operational challenges including last-minute guest requests, technical resolutions, and special accommodation needs.



Premium Concierge Service

Centralized all guest communications through dedicated management tools and curated an exclusive network of high-end local partners.

Delivered palace-level experiences through personalized welcomes, thoughtful in-residence surprises, and exceptional responsiveness to every guest need.



Quality Standards

Implemented comprehensive quality control frameworks drawn from luxury hotel best practices and five-star service protocols.

Established training programs focused on attention to detail, anticipatory service, and maintaining the elevated standards expected at premium properties.



Results & Strategic Recommendations



Immediate Impact

Successfully stabilized operations during peak season while elevating service delivery to luxury hospitality standards. Strengthened team cohesion and operational efficiency through hands-on leadership.

Permanent Leadership

Complete recruitment of Operations Director with proven luxury hospitality background to ensure long-term operational excellence and continuity.

Service Excellence Framework

Formalize premium service standards through comprehensive Service Charter. Document internal processes to enable smooth transitions and consistent delivery.

Technology & Partnerships

Invest in dedicated CRM or digital concierge platform. Expand and strengthen relationships with vetted high-end local service providers.

Mission Success: This interim engagement ensured seamless operational continuity while establishing a foundation for sustained luxury service excellence. Through strategic leadership and deep hospitality expertise, the mission enhanced the Domaine's brand positioning and guest satisfaction during a critical business period.



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