

front-flip.ch

Hospitality Pre-Opening
Specialists

A successful hospitality business starts long before the first guest arrives.

front-flip.ch supports owners, investors, and operators throughout one of the most critical phases of every hospitality project: the transition from a construction site to a fully operational and sustainable business.

We bring hands-on operational expertise, project leadership, and hospitality know-how to ensure every element is aligned for a successful opening — from strategy and processes to technology, teams, and daily operations.

By connecting the vision of the project with the reality of running a hospitality business, we help reduce risks, avoid costly mistakes, and create the foundations for long-term operational success.



Pre-opening journey

Leave it in good hands

Feasibility

Development

Construction

Handover

Pre-Opening

Opening

Ramp-up

front-flip.ch expertises



Pre-opening planning and execution

- Milestone monitoring
- Stakeholder coordination
- Progress reporting
- Guest journey optimization
- Front and back of house setup



Team Preparation

- Recruitment support
- Onboarding programs
- Team immersion
- Operational training



Property Setup

- Building handovers
- OS&E procurement and acceptance
- Technology and systems implementation
- Operational testing



Opening and stabilization

- Opening supervision
- Operational troubleshooting
- KPIs definition and reporting
- Performance stabilization
- SOP development

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in numbers

+20

Systems used and configured, including PMS, RMS, POS, channel managers, key management systems, etc.

15

Years of experience in the hospitality and restaurant industry, gained across various high-level establishments, both privately owned and part of international chains.

6

Openings of new properties, in both strategic and operational roles, including three openings as head of a new concept designed, developed, and planned from scratch.

Business case

Our know-how is built on hands-on experience in hotel openings and concept development.



citizenM

Hotel Manager and
pre-opening specialist

Led the pre-opening and operations of a 144-room, overseeing recruitment, training, team development, budgeting, and guest experience delivery. Collaborated with central teams on strategic initiatives and hotel performance.

Recognized as a pre-opening specialist, selected to support the successful openings of citizenM hotels in Rome and London, driving operational readiness, onboarding, and culture implementation.

Business case



City Pop 2Night

Head of short stay business unit

Created and led the strategic development of 2Night, City Pop's short-stay accommodation brand, defining the guest journey, business model, and operational framework.

Managed budgeting and P&L forecasting, selected and implemented the full technology ecosystem, and oversaw outsourced service partnerships.

Recruited and trained the operations team, developed SOPs. **Successfully launched and coordinated the pre-opening of 3 properties in Basel, Zurich, and Prague.**

Key Competitive Advantages

We set the foundations for a successful opening

From Project to Operational Reality

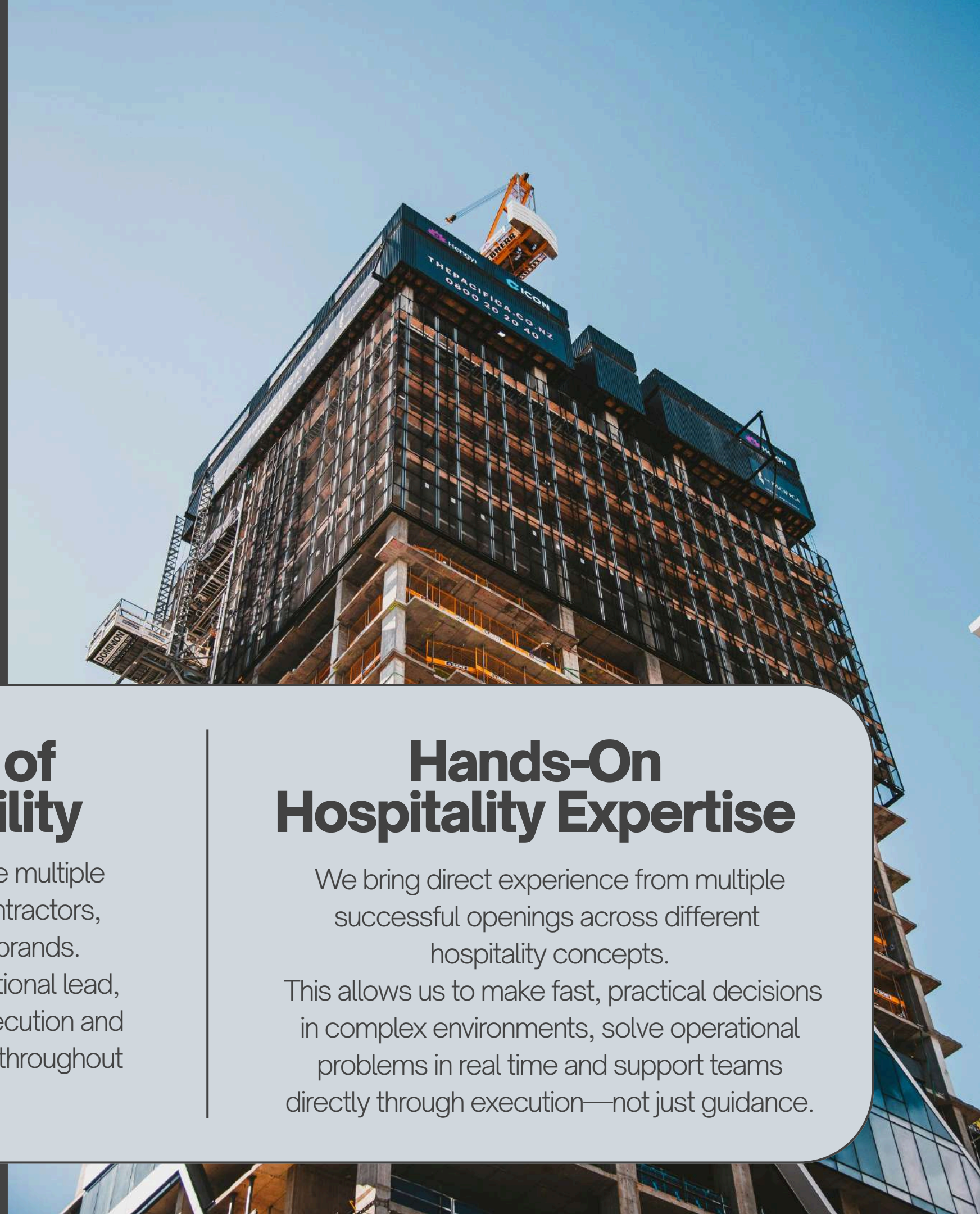
We transform hospitality developments into a functioning operational businesses. Our focus is not on theory or advisory, but on ensuring every operational detail is implemented correctly before opening day. This reduces risk, avoids delays and guarantees readiness from day one.

One Point of Accountability

Pre-opening projects involve multiple stakeholders: investors, contractors, operators, suppliers and brands. We act as the central operational lead, aligning all parties, driving execution and ensuring clear accountability throughout the entire process.

Hands-On Hospitality Expertise

We bring direct experience from multiple successful openings across different hospitality concepts. This allows us to make fast, practical decisions in complex environments, solve operational problems in real time and support teams directly through execution—not just guidance.



Why choose front-flip.ch

We reduce operational risk and protect your long-term returns by:

Preventing costly operational mistakes before opening day

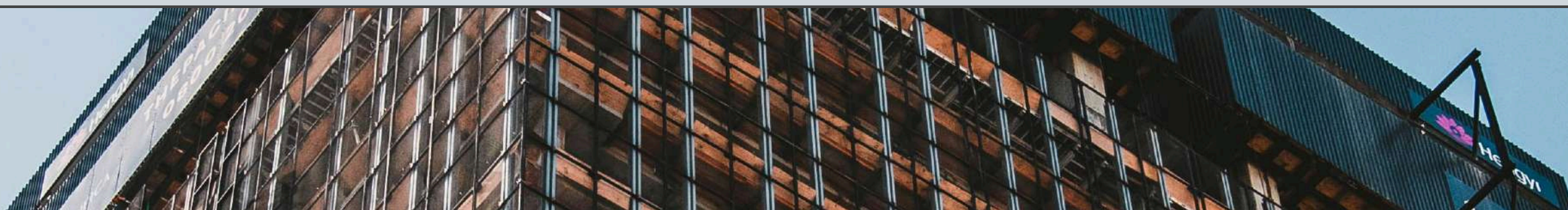
Ensuring technology, systems, and operational processes are properly structured and fully integrated

Creating alignment between developers, owners, operators, and suppliers

Avoiding opening delays by coordinating stakeholders and ensuring accountability across key milestones

Ensuring teams are trained, prepared, and operationally ready before the first guest arrives

Building scalable operating models that support future growth



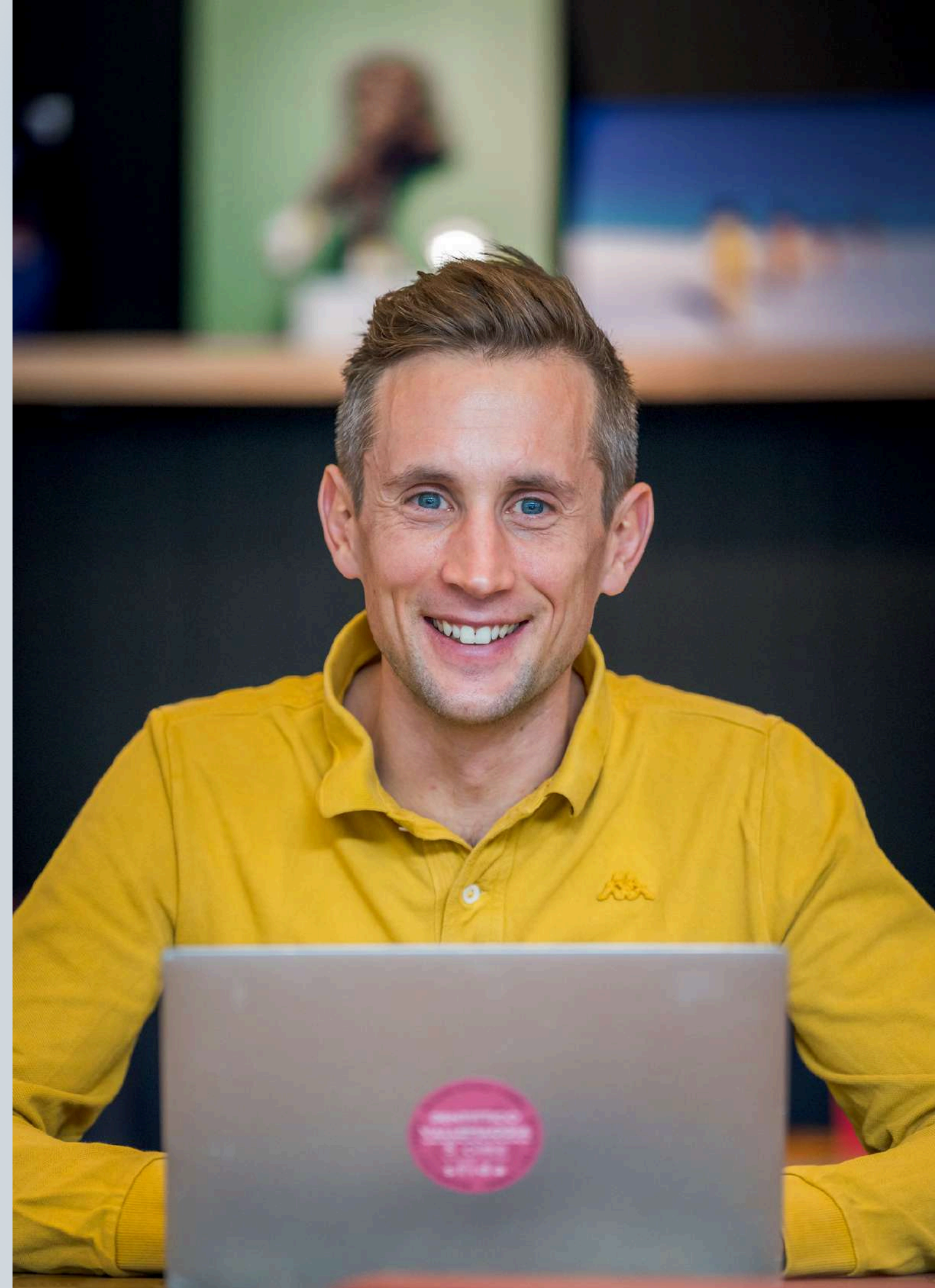
Filippo Delponte

Founder & hands-on pre-opening expert

I'm a dynamic and highly organized professional with a strong execution mindset and a passion for turning projects into operational reality.

With over 15 years of experience in hospitality operations and pre-opening environments, I have developed a solid mix of operational, organizational and leadership skills.

I believe successful openings depend on clear organization, strong accountability and disciplined operational leadership throughout the pre-opening phase — where people, processes and timing must work in full alignment.



Stay in touch

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Main geographic focus:
Switzerland, Italy, France
and selected European
markets.

**Do ~~not~~
disturb**