



Hospitality Purchasing Is A Full-Time Job

by Deborah Harris

Many people underestimate the amount of time and work it takes to purchase and install FF&E product for a new build or renovation. Since a majority of decorative furnishings and fixtures are custom made, it is not simply a matter of getting a quote, writing a purchase order and waiting until the merchandise shows up. Does the cost of all products fit within your projected budget? Do you know which vendors specialize in producing the highest quality products at your targeted price point? Are you ordering appropriately specified products? Have the quantities been confirmed? Have the finishes and construction details been finalized? Do you need to submit finish samples to vendors or do vendors need to submit samples and drawings to you? Is the vendor starting on your order without a deposit? When you receive the vendor's acknowledgment, are you checking it against your order to ensure the vendor has accurately interpreted your order? Is the vendor producing the order in compliance with your schedule and the quality level of your property?

Not only does attention to the above issues require a large time and energy investment, it also necessitates this commitment on a regular, usually daily, basis. Certainly, the placement of purchase orders (with its attendant verification of details) and the coordination of shipping and installation logistics are everyday, all-day activities occurring over a protracted period of several weeks and months.

So, if you think that FF&E procurement and installation can be accomplished in your spare time as a sideline to what you are already doing full-time, you might want to think again.