Resort Pre-Opening Handbook

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The launch of a new resort

Opening a new hotel or resort is a bit like conducting an orchestra while the notes are still being written—you're bringing together teams, suppliers, and guests in a delicate balancing act, all while fine-tuning the plan as you go.

In those early days, **having flexible and reliable technology** isn't just helpful—it's essential for keeping everyone in sync and adapting to the unexpected. T

Moder is here to help - providing agile tools and dependable support to manage operations smoothly, streamline communication ensuring your business can hit all the right notes, even before the full score is complete.

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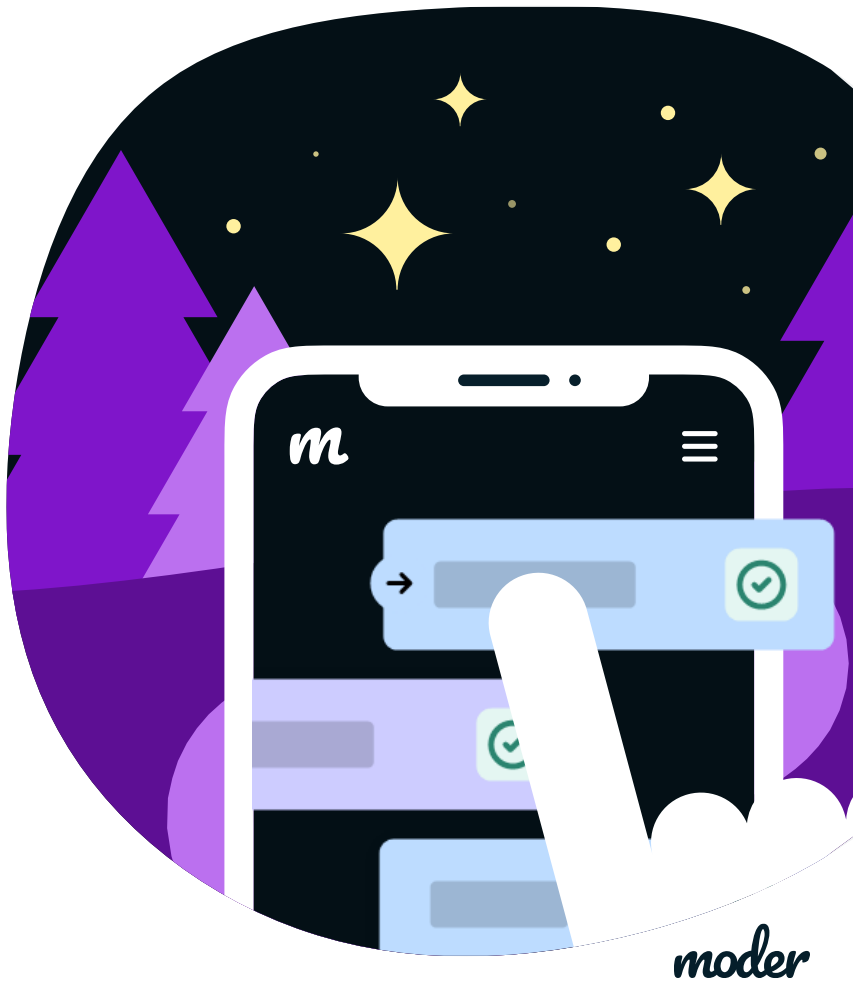
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Tech Setup in the Pre-Opening Phase

When preparing to open a new resort—especially in the dynamic and seasonal environment of the Nordics—choosing the right technology stack is critical.

The goal: **simplify operations before they begin**.

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Tech Setup in the Pre-Opening Phase

Key Considerations

- **Ease of Getting Started:** Tech systems must be plug-and-play. The shorter the setup, the sooner teams can start selling and training.
- **Flexibility for Change:** During pre-opening, many variables shift—inventory, staffing, pricing, sales channels. Your tech should adapt without delays or costly reconfigurations.
- **Scalability:** Choose a platform that grows with you—from a soft launch to full-scale operations, and potentially even multi-site development.
- **Quick Onboarding:** Resorts often have skeleton crews early on, so fast, intuitive onboarding is essential for productivity.
- **Forecastable Cost:** In the budgeting chaos of pre-opening, tech should offer clear pricing, ideally in packages with predictable outlay and minimal surprises.

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Why Moder is the Solution for your Resort

Moder is purpose-built for the challenges of new resorts—especially in complex Nordic environments.
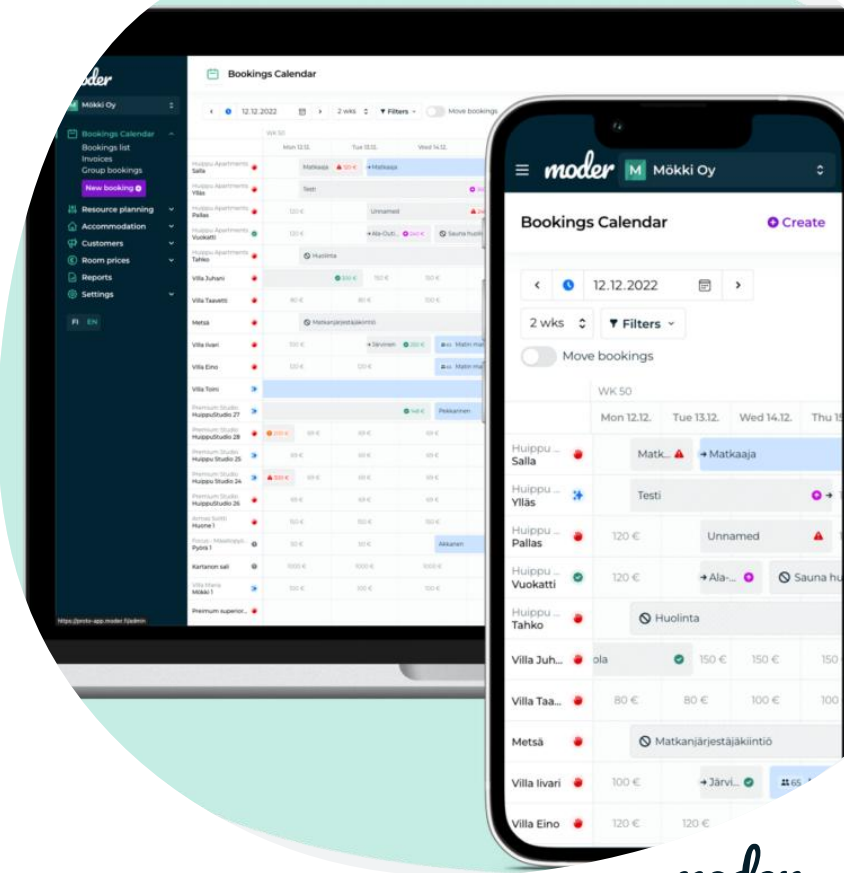
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Why Moder is the Solution for your Resort

Core Benefits

- **Short Training Times:** Even temporary or seasonal staff can learn Moder in hours, not days.
- **Efficient Product Handling:** Products are easy to set up, modify, and go live—supporting everything from spa treatments to snowmobile safaris.
- **Agile Setup:** As product mixes evolve in the first season, Moder allows flexible edits—no IT ticket needed.
- **Multitasking Made Easy:** With skeleton teams wearing many hats, Moder's task lists, transparent inventory, and device-agnostic access (phone, tablet, laptop) are lifesavers.
- **Operational Overview:** Built-in dashboards and task workflows keep everyone aligned—even across departments.

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Supporting B2B Business from Day One

Before brand awareness and web traffic pick up, many new resorts rely on **B2B bookings to drive early revenue.**

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Supporting B2B Business from Day One

How Moder Helps

- **Custom Webshops:** Branded, B2B-facing webshops that can be updated in minutes—perfect for tour operators and travel agents.
- **Group Handling & Block Bookings:** Moder handles blocks, group invoicing, and allotment tracking with ease.
- **Flexible Invoicing Tools:** Adapt to client needs with structured invoices, partial payments, and batch billing.
- **Fast Adjustments:** Change group rates or room blocks without disrupting the system—ideal for B2B relationships that evolve rapidly.

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Streamlined Management & Reporting

For General Managers and Operations Leaders, Moder acts as the **control tower** during pre-opening and beyond.

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Streamlined Management & Reporting

Transparent Resource Management

- **Staff View:** See who is working where, doing what, and when—across all departments from the reception to guides and restaurant.
- **Sales & Resource Sync:** Link bookings, staff availability, and resource usage in one system.
- **Reporting Built-In:** Generate sales, staffing, and resource reports with a few clicks—perfect for that first critical P&L.
- **Flexible Access Controls:** Set up, change, or remove system access easily as your team scales up, no IT manager needed.

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Predictable Pricing with Growth Paths

Tech cost can be a black hole in pre-opening. Moder flips that by offering transparent, fixed packages.

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Predictable Pricing with Growth Paths

Financial Planning Made Easier

- **12-Month Pre-Opening Packages:** Know exactly what you'll pay for year one—no matter how much you scale internally.
- **Flexible Evolution:** As your resort gains stability, Moder lets you shift packages to match actual turnover.
- **Multi-Phase Friendly:** Perfect for resorts launching in phases—start small, add more as you grow.
- **Built for Growth:** Whether it's one lodge or a full Arctic resort portfolio, Moder accommodates without rebuilds or switching platforms.

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Resorts That Trust Moder

Moder is fast becoming a firm favorite with Arctic resorts, known for complex offerings and fast-changing business models. Its combination of scalability, transparency, and B2B-friendly tools makes it uniquely suited to these demanding conditions.

In just the past 6 months, several new and ambitious Nordic resorts have chosen Moder for their pre-opening and operational needs.

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Resorts That Trust Moder

GÁLDU HOTEL & SPA

LIVO —ARCTIC—

riekko lodge

SILVER BIRCH RESORT

Sleek Arctic comfort with seasonal treatment menus and rotating experience packages.

An all-season resort designed for evolving adventure tourism.

Known for personalized services and a high volume of B2B business.

A design-forward wellness haven that needed instant product updates and mobile inventory.

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Get Started with Moder Today

The sooner you start, the sooner you sell. Moder's onboarding process is built for speed, clarity, and team-wide empowerment—so you can move from contract to live operations in just 2 weeks.

From signing the agreement to being fully operational, Moder's approach ensures minimal disruption, full team readiness, and early revenue generation. You don't just adopt a system—you gain a partner.

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Simple, Fast, and Structured Onboarding

Week 1: Setup & Learning Lounge Access
- Once you sign, you receive immediate access to Moder's Learning Lounge—an online hub packed with self-paced video guides, cheat sheets, and role-specific modules.
- Every staff member, from front desk to housekeeping, can dive into the platform at their own pace, on any device.
- Meanwhile, your dedicated onboarding team sets up your base structure (resort settings, access roles, and default templates).

Week 2: Live Training Sessions
- **Session 1: Product Setup** – Learn to add, modify, and bundle products—from accommodation and spa services to rentals and meals.
- **Session 2: Operational Handling** – Train your team on task lists, staff scheduling, inventory control, and daily workflows.
- **Session 3: Activity Setups & B2B Tools** – Build out seasonal activity flows, create packages, and master blocks, groups, and invoicing.

Sessions are interactive and recorded, so new staff can revisit or catch up anytime.

Ready to Launch in 14 Days.

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