

MCA Hospitality Management

Arizona's Property Management Specialists



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MCA Financial Group, Ltd.

4909 N. 44th Street
Phoenix, Arizona 85018
602-710- 2500

Management Services

MCA's Property Management team has managed over 30,000,000 square feet of occupied and vacant space. Asset classes including hospitality, multifamily, commercial office/industrial, retail, medical, senior living, and mixed-use. MCA's repeatable systems and personal involvement bridges the gap between lenders and tenants to create a workable environment within an often unstable distressed asset.

- Regular Executive Summaries
- Marketing/Leasing Reports
- Construction Management
- Forecasting & Budgeting
- Common Area Maintenance Reconciliation
- Tenant Management
- Site Inspection
- Strict Controls on Cash
- Rent Collection
- Tenant Status Reports
- Monthly Financial Reporting
- Risk Management Analysis
- Vendor Management
- Bank Account Oversight
- Regulatory Issue Management

Receivership Services

MCA has served as Receiver on hundreds of assets over the past ten years. We provide the following services in all property management engagements.

- Interim Reports
- Control of Cash Accounts
- Redirect Rents to Lender
- Communicate with Tenants
- Secure Property
- Review Property Documentation
- Determine Status of Insurance
- Operating Budgets
- Utility Account Review
- Review Existing Leases
- Liens and Past Due Accounts

Our receivership experience allows lenders to rely on MCA for help on more complex receivership issues as they arise due to a borrower's actions. Court appearances and receivership services not itemized above will be performed and charged at MCA's regular hourly rates as needed.



164 Unit Crossroads Apartments



160,000 Sq Ft Papago Spectrum



131,000 Sq Ft Northgate Center

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MCA Hospitality manages all tiers of hotels, resorts, spas, and golf courses for secured lenders. Through active management MCA will work with the lender to preserve and promote the value of the asset.

Whether working with a management company under a Hotel Operating Agreement or managing the operations directly through our Hospitality Management Team, MCA effectively maximizes revenues and contains costs to improve the operating results. MCA's 30 years of experience in hospitality management and 10 years of asset workout experience provides for a seamless transition for the asset from borrower, to lender, to new owner.

Resort & Spa Engagements

Montelucia Resort & Spa	300 Rooms	Paradise Valley, AZ
Sheraton Wild Horse Pass Resort & Spa	500 Rooms	Chandler, AZ
lumiere Resort	28 Rooms	Telluride, CO



300 Room Montelucia Resort & Spa



During the 10 month engagement at lumiere, MCA sold 3 condominiums and turned an operating loss into an operating profit with hands on management and successful expense controls.

lumiere is located at the base of Telluride Mountain in the Mountains Village community. The boutique hotel offers the finest in luxury accommodations.

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Full & Limited Service Hotel Engagements

Super 8	Goodyear, AZ
Lexington Hotel	Phoenix, AZ
Comfort Inn	Winslow, AZ
Hilton Garden Inn	Flagstaff, AZ
Ramada Inn Limited	Scottsdale, AZ
Island Inn	Lake Havasu City, AZ
Hilton Garden Inn	Bellingham, WA
Homewood Suites	Scottsdale, AZ
Best Western Lake Place Inn	Lake Havasu, AZ
Holiday Inn Express Suites	Oro Valley, AZ
Motel 6 Lakeside	Lake Havasu, AZ
Days Inn & Suites	Surprise, AZ
Holiday Inn	Williams, AZ
Quality Inn & Suites	Surprise, AZ
Holiday Inn Express Suites	Tucson, AZ
Motel 6 East	Williams, AZ
Motel 6 West	Williams, AZ
Traveler's Inn	Needles, CA
Springhill Suites by Marriott	Mesa, AZ
Residence Inn by Marriott	Mesa, AZ
Townplace Suites by Marriott	Vincennes, IN

MCA has over 16 hotels operating with more than 1,300 rooms. As an approved vendor for all major hotel franchise companies we have a diverse background and portfolio of hospitality products.



As receiver and property manager the Super 8 Goodyear has successfully transitioned from the borrower to the receiver. Since MCA's appointment the Super 8 Goodyear has had 6 profitable months at or above budget.

The Super 8 Goodyear is a 90 room limited service motel built in 1986 which is located 15 miles from downtown Phoenix.



Hilton Garden Inn, Flagstaff



Days Inn & Suites, Surprise



Homewood Suites, Scottsdale

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Golf Course & Country Club Management

MCA's Golf Course & Country Club Management team works with lenders on daily fee, resort golf, semi-private, and private golf courses. By focusing on sales and marketing, staffing, operations, level of service, course conditions, and food and beverage, MCA will contain costs while maximizing revenues for the lender. Working with existing staff, MCA will identify, create, and/or restore systems to secure cash flow, budgeting, and operations. Concurrently, a marketing plan will be developed to drive revenue through increased membership or increased daily play.

Creating an exceptional experience for golfers of all levels is paramount to a successful golf course. MCA will create that experience by designing and implementing a plan to promote each guest's experience through quality of product, quality of condition, and quality of services



Golf Course & Country Club Engagements

Superstition Golf & Country Club	Superstition Mountain, AZ
Seven Canyons	Sedona, AZ
Royal Dunes Country Club	Maricopa, AZ
Los Lagos	Fort Mohave, AZ
Flagstaff Ranch	Flagstaff, AZ
Moon Valley Country Club	Phoenix, AZ



Superstition Golf & Country Club
36 Holes of Nicklaus
Championship Golf

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MCA Brokerage Services

Arizona's Premier Real Estate Firm



MCA Brokerage Services

Disposition Marketing

The current real estate market requires sellers to target buyers through a comprehensive marketing plan which includes marketing fliers, brochures, an online presence, an offering memorandum, and personal contact with prospects.

Strategic Marketing Plan

Electronic Marketing Fliers

Develop a straight forward, and professional electronic flier (One or Two Pages) which can be emailed regularly to MCA's broker and investor lists. Flier is email consistently every couple of weeks to ensure coverage and repetition.

Color Brochures

Produce a hard copy of electronic marketing flier for distribution to brokerage community and investors. Available for owner, as well as for meeting with prospects.

Online Presence

List property online at CoStar (primarily brokers) and LoopNet (brokers, investors, end users). In addition, list property on owners and brokers website, if possible.

Offer Memorandum

Detailed property package which includes an executive summary, property location report, site plans, site information, tenant summary, rent roll, financial analysis, and report on current market conditions.

Personal Contact

Phone calls to follow-up with prospects plus personal property tours to ensure information is property conveyed to potential buyers.

Marketing Brochures



A marketing timeline and regular marketing reports to the owner communicates the marketing process and results. The reports generally include marketing material, number of investors contacted, response from investors, offers received (matrix comparing offers), and marketing actions items for the coming period.

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MCA Brokerage Services

Over \$150,000,000 of Real Estate Sales

- Dedicated MCA team members working towards a common goal which is consistent with the lenders. Not like typical brokerage firms where each broker is working primarily on their individual deals.

- MCA represents lenders and not individual property owners or developers. Unlike traditional brokerage firms, MCA does not have to steer prospects to properties of their owner/developer clients who they have been working with for years and want to keep in good favor for when the market returns.

- Our 600 member proprietary investor list. Investors look at MCA as the expert in the distressed asset and REO field. Active investors approach MCA because of our professional, no-nonsense approach to selling assets.

- MCA's understanding of the financial and legal issues involved with selling distressed real estate. MCA has significant experience in receiverships, bankruptcy and workout situations that allows us to identify critical issues to close sales on a timely basis while working effectively with buyers' counsel.

Marketing & Sales Process

- Define Disposition Strategy:
Work with lender to identify and prioritize objectives for marketing and sale of asset.
- Customize Marketing Materials and Systems:
Tailor-made marketing materials developed for personal and electronic distribution.
- Targeting Buyers:
Identify and develop investor list targeting buyers with the means to close on time and at the price required by the lender.
- Feasibility Period & Close of Escrow:
Establish due diligence center and work with buyer during due diligence period to aid a timely close of escrow.



Hilton Garden Inn, Flagstaff



Days Inn & Suites, Surprise



Homewood Suites, Scottsdale

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MCA Brokerage Services

Over \$175,000,000 of Real Estate Sales

MCA Brokerage Services, a wholly owned subsidiary of MCA Financial Group, Ltd., is a real estate brokerage firm licensed by the Arizona Department of Real Estate and the Nevada Real Estate Division. Its team of experienced professionals specializes in providing real estate sales and property management services to international, national and regional lenders.

The MCA Brokerage Services Team

James Donley

Designated Broker

Managing Director

John Boyd

Sales Agent

Senior Managing Director



Recent Commercial Real Estate Sales

Mammoth Arrowhead	74,307 sq ft	Sold
Super 8 Motel	37,104 sq ft	Sold
lumiere	28,201 sq ft	Sold
Northgate Building	131,000 sq ft	Sold
Office Building	73,000 sq ft	Sold
Medical Building	28,000 sq ft	Sold
Office Building	10,000 sq ft	Sold
Two Grocery Stores	150,000 sq ft	Sold
75th Ave. & Peoria	28,000 sq ft	Sold
Superstition Gateway	7,000 sq ft	Sold
43rd Ave. & Peoria	8,500 sq ft	Sold
Windsor Century	145 Units	Sold
Quantum at Troon	100 Units	Sold
The Pierre	23 Units	Sold
Sage Condos	86 Units	Sold
Lindsay/Ocotillo	12.2 Acres	Sold
99th & Van Buren	3 Acres	Sold

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Recent Residential Real Estate Sales

Arizona

Verrado	66 Lots	Sold
Cooley Station	16 Lots	Sold
Whispering Glen	16 Lots	Sold
Alterra	8 Lots	Sold
Sossaman	37 Lots	Sold
Bella Via	165 Lots	Sold
Travis Park	163 Lots	Sold
Nauvoo Station	252 Lots	Sold
Glen River	103 Lots	Sold
Los Portales	114 Lots	Sold

Colorado

Riverdale Peaks	36 Lots	Sold
Feathergrass	18 Lots	Sold
Kingsbridge	109 Lots	Sold
Murphy Creek	27 Lots	Sold
Outlook	38 Lots	Sold
Sienna Park	155 Lots	Sold
Hawthorne	46 Lots	Sold
Oakmont	6 Lots	Sold
Pinery	91 Lots	Sold

California

Calder Ranch	59 Lots	Sold
Chase II	4 Lots	Sold
Classic Collection	88 Lots	Sold
Marsden	15 Lots	Sold
Menifee	103 Lots	Sold

Nevada

Aliante	158 Lots	Sold
Raw Land	85 Acres	Sold

Texas

Pflugerville	493 Lots	Sold
Belterra	34 Lots	Sold
Highland Park	28 Lots	Sold

Homes Sold

Arizona	225	Sold
California	121	Sold
Nevada	13	Sold
Colorado	84	Sold
Texas	26	Sold

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