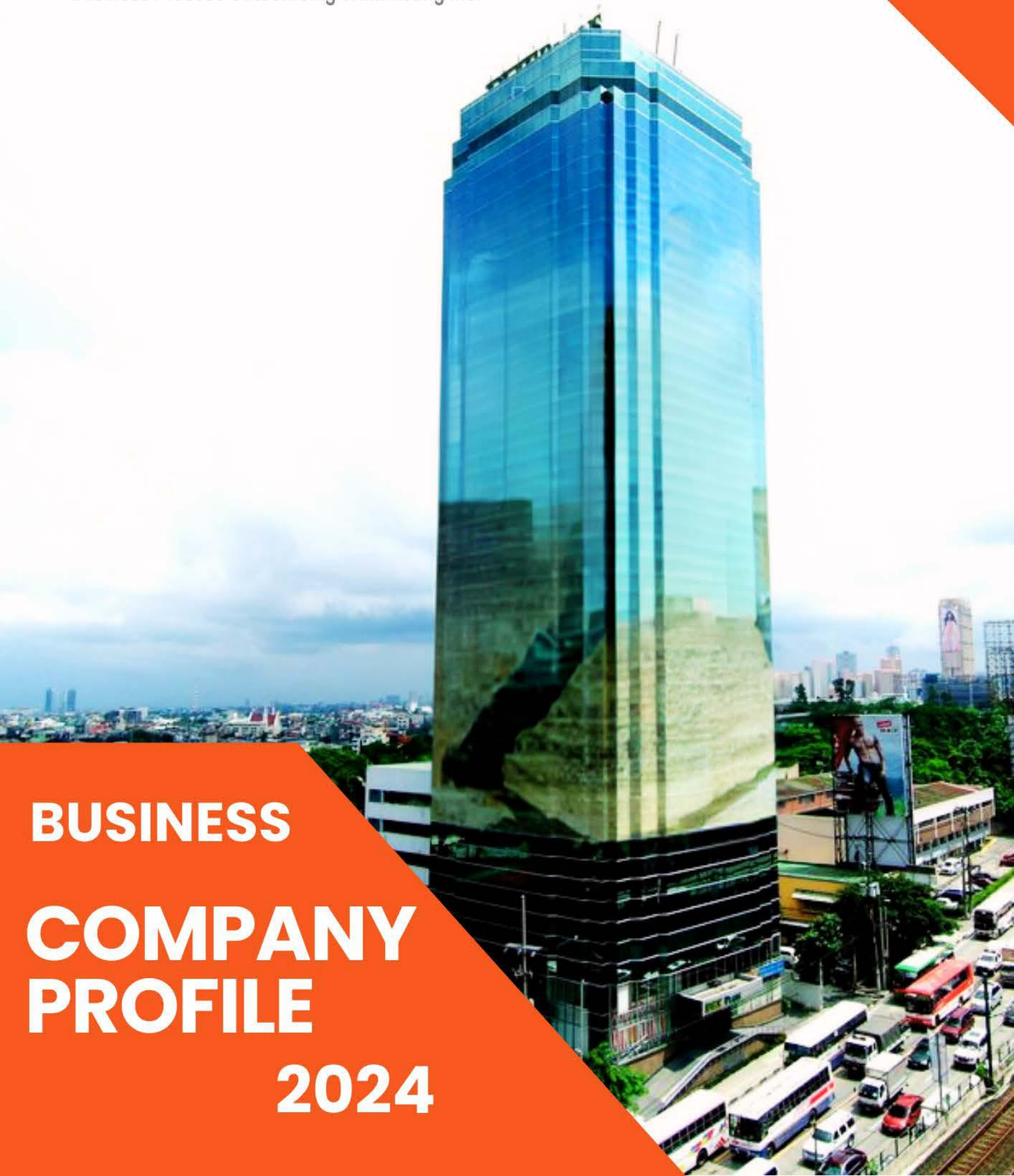


MCCS

Business Process Outsourcing & Marketing Inc.

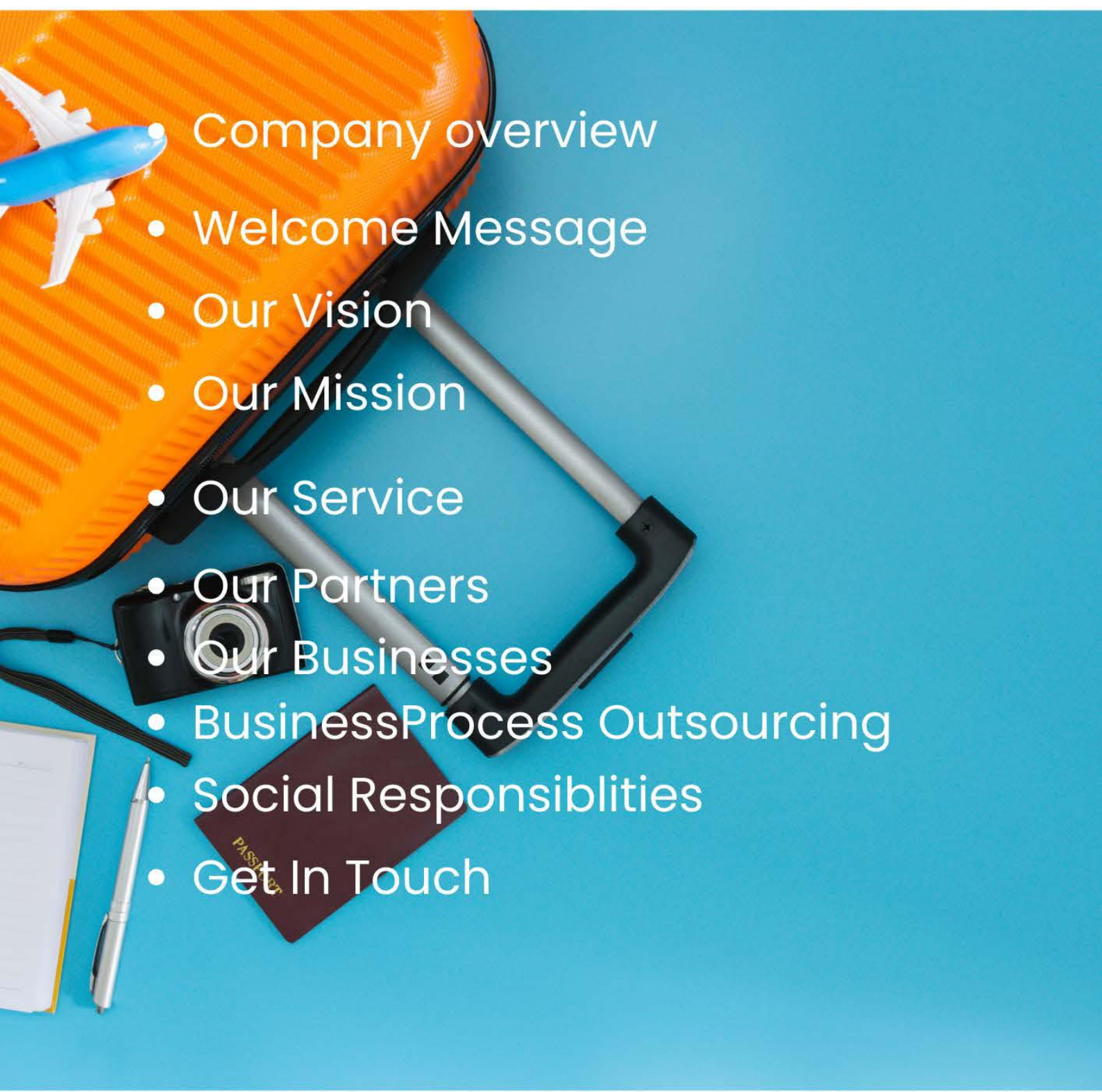


BUSINESS

**COMPANY
PROFILE**

2024

BUSINESS LISTING

- 
- Company overview
 - Welcome Message
 - Our Vision
 - Our Mission
 - Our Service
 - Our Partners
 - Our Businesses
 - BusinessProcess Outsourcing
 - Social Responsibilities
 - Get In Touch



COMPANY OVERVIEW

MCCS Business Process Outsource and Marketing Inc. (MCCS) is a forward-thinking and multifaceted business group with a strong presence in hospitality management, real estate, and luxury services. With over a decade of industry expertise, MCCS is distinguished by its commitment to delivering innovative solutions and exceptional service, ensuring sustainable growth and success for its clients and partners.

MCCS prides itself on its ability to adapt to the ever-evolving market landscape, leveraging cutting-edge technology and industry best practices. At the core of MCCS's philosophy is a client-centric approach, where personalized strategies are tailored to meet the unique needs of each client. This dedication to excellence is reflected in the company's diverse portfolio, which includes managing prestigious hotels, developing high-end residential properties, and offering bespoke luxury experiences.

In addition to its impressive service offerings, MCCS is also deeply committed to corporate social responsibility. The company actively engages in sustainable practices and community development initiatives, aiming to make a positive impact on both the environment and society. By fostering strong relationships with local communities and stakeholders, MCCS ensures that its growth benefits all parties involved.

Looking to the future, MCCS continues to expand its horizons, exploring new markets and opportunities while maintaining the highest standards of quality and integrity. The company's visionary leadership and talented team of professionals are dedicated to driving innovation and achieving excellence in every endeavor.



WELCOME MESSAGE

At MCCS BPO, we strive for excellence in all that we do. Our commitment to providing top-notch services to our clients is unwavering, and I have full confidence in our team's ability to deliver exceptional results. Together, we will continue to push boundaries, innovate, and exceed expectations.

As we move forward, I encourage open communication, collaboration, and a shared vision of success. Your hard work and dedication are truly appreciated, and I am excited to see what we can achieve together.

Thank you for being a part of the MCCS BPO family. Let's work together to reach new heights and make a positive impact in the BPO industry.

Warm Regards,
MA.CRISTINA CASUROG SILADAN
Founder & CEO
MCCS GROUP International Corporation

At MCCS BPO, our pursuit of excellence permeates every aspect of our operations. The unwavering dedication to delivering superior services to our clients underscores our core values. I am confident in the team's capability to consistently produce outstanding outcomes. Together, we will continue to innovate, surpass expectations, and redefine industry standards.

Moving forward, I advocate for transparent communication, fruitful collaboration, and a unified aspiration for success. Your diligence and commitment are invaluable, and I eagerly anticipate our collective accomplishments.

I extend my gratitude to each member of the MCCS BPO family. Let us unite our efforts to scale new summits and catalyze positive transformations within the BPO sector.

Warm regards,
SHERIF ABD RABBO
Co-Founder and COO
MCCS Group International Corporation

OUR VISION

To be a global leader in hospitality management and business process outsourcing, renowned for our innovation, exceptional service, and commitment to excellence. We aspire to expand our portfolio and create enduring value for our clients and partners.

Our mission is to continuously elevate industry standards by embracing cutting-edge technologies and fostering a culture of continuous improvement. We believe in nurturing talent and empowering our team members to achieve their full potential, thereby ensuring that our services remain unparalleled.

As we move forward, we aim to forge strategic alliances and explore new markets, keeping sustainability and community engagement at the forefront of our growth strategy. Our vision is not just to meet the expectations of our clients, but to exceed them in every possible way, creating a lasting impact on the industries we serve.

Through innovation, dedication, and a customer-centric approach, we strive to redefine the benchmarks of excellence, setting new standards that inspire others to follow. Together with our stakeholders, we are committed to shaping a future where hospitality and business process outsourcing are synonymous with trust, reliability, and outstanding quality.

OUR MISSION

To provide customized business solutions that foster success and growth for our clients while upholding the highest standards of integrity, quality, and sustainability.

Our dedicated team works tirelessly to understand the unique needs and challenges of each client, ensuring that our strategies are not only effective but also tailored to their specific goals. We believe in building long-lasting partnerships based on trust and transparency, and we are committed to delivering measurable results that drive progress. By integrating cutting-edge technology and innovative practices, we help our clients navigate the complexities of the modern business landscape, enabling them to achieve their full potential and make a positive impact on their communities and the world at large.





OUR SERVICE



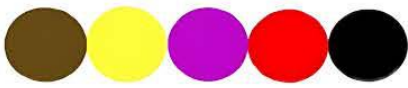
COMPANY

At MCCS BPO, we are more than just a business outsourcing company. We are a team of dedicated individuals who are passionate about delivering exceptional services and creating unforgettable experiences for our clients.

Our commitment to excellence is evident in everything we do, from providing top-tier BPO solutions to organizing dream vacation packages in some of the most stunning destinations around the world. Whether you are entrusting us with your business needs or your travel adventures, rest assured that we are here to go above and beyond to exceed your expectations.

With a focus on customer satisfaction and quality, MCCS BPO not only offers BPO services but also manages hotels in picturesque locations like Mexico, Tagaytay, and Boracay. Our goal is to ensure that every interaction you have with us leaves a positive and lasting impression.

MCCS BPO as your partner in business and travel. We are excited about the opportunity to serve you and create memories that will stay with you for a lifetime.



OUR PARTNERS



KRYSTAL
hotel & resort
CANCUN

Situated conveniently in Playa del Carmen, IT Boutique Hotel & Restaurant offers air-conditioned rooms with complimentary WiFi, private parking, and room service. The hotel features amenities such as an outdoor pool, a terrace, and a restaurant. Some rooms include a balcony with city views, while all rooms are furnished with a flat-screen TV and bathrobes.

Guests can enjoy a continental breakfast at IT Boutique Hotel & Restaurant. The reception staff is fluent in English and Spanish. Nearby attractions include Playa del Carmen Beach, ADO International Bus Station, and Church of Guadalupe. The closest airport, Cozumel International, is 22 miles away, with the option of a paid airport shuttle service from the hotel.



SUNSET WORLD
Resorts & Vacation Experiences

Well situated in Playa del Carmen, IT Boutique Hotel & Restaurant has air-conditioned rooms with free WiFi, free private parking and room service. Among the various facilities are an outdoor swimming pool, a terrace, as well as a restaurant. Some rooms at the property feature a balcony with a city view. All rooms in the hotel are equipped with a flat-screen TV and bathrobes. Guests at IT Boutique Hotel & Restaurant can enjoy a continental breakfast. Languages spoken at the reception include English and Spanish. Popular points of interest near the accommodation include Playa del Carmen Beach, ADO International Bus Station and Church of Guadalupe. The nearest airport is Cozumel International, 22 miles from IT Boutique Hotel & Restaurant, and the property offers a paid airport shuttle service.



Our vacation exchange businesses offer leisure and travel-related products and services to owners of vacation ownership interests and other affinity groups. In addition, they offer a range of marketing and operations services to resort developer clients and homeowners' associations. Our vacation management businesses work collaboratively with homeowners' associations and their boards of directors, as well as condominium and hotel owners, to deliver solutions that help ensure the ongoing success of a wide range of resort properties. Services include administration, budget and reserve planning, staffing, maintenance fee billing and collections, procurement, property maintenance, rental and marketing programs, and owner/guest communications.



to provide safety, comfort, and peace of mind to our travelers. Our team of experts is available around the clock, ready to assist with everything from emergency medical support to lost luggage recovery. We pride ourselves on our ability to adapt to any situation, ensuring that our clients can continue their journeys with minimal disruption. Whether you find yourself in a bustling city or a remote corner of the globe, our extensive network ensures that help is always just a call away. Our commitment to excellence is unwavering, and we continuously strive to enhance our services to meet the evolving needs of our travelers. With us, you can travel confidently, knowing that reliable support is always at your fingertips.



BUSINESS **PROCESS**

OUTSOURCING



MCCS offers a comprehensive suite of BPO services designed to support the unique needs of the hospitality sector. We specialize in sales, customer service, and marketing, ensuring that our clients achieve their business goals with maximum efficiency.



JGC (Just Go Cancun) Call Center: Our partner call center in Rizal, Philippines, is dedicated to managing customer interactions and driving sales for our hotel and travel divisions. With a team of nearly 75 outbound vacation specialists, JGC is equipped with cutting-edge technology to ensure seamless service delivery.

HOSPITALITY MANAGEMENT:



Sunset Group of Hotels - Cancun, Mexico: We manage a collection of luxury hotels under the Sunset brand, renowned for their world-class amenities and exceptional guest services. Our strategic management has consistently delivered high occupancy rates and outstanding customer satisfaction.



THE BUCCANEER YACHT



Experience the ultimate in luxury yachting with The Buccaneer, a modern and newly refitted tri-deck yacht featuring complete amenities for the perfect sea adventure. Explore the spacious flybridge and bows for sun tanning, or enjoy the yacht's use in local movies like "The General's Daughter". Whether for a special event or just to visit the sea, let us take you on an unforgettable voyage.



HOSPITALITY MANAGEMENT:



KRYSTAL
hotel & resort
CANCUN

Sunset Group of Hotels - Cancun, Mexico: We manage a collection of luxury hotels under the Sunset brand, renowned for their world-class amenities and exceptional guest services. Our strategic management has consistently delivered high occupancy rates and outstanding customer satisfaction.



OUR PHILIPPINE PORTFOLIO:

MCCS has established a significant presence in the Philippines, acquiring and managing a diverse range of properties, from luxury hotels to exclusive residential developments.



A premier destination offering luxurious accommodations with stunning views of Taal Volcano. The hotel features 10 elegantly designed rooms, modern amenities, and convenient access to local attractions, ideal for both leisure and business travelers.



An exclusive residential development in Boracay, providing luxury living in one of the world's top beach destinations. The residences boast contemporary design, luxurious interiors, and access to the island's vibrant lifestyle.



A sophisticated residential unit located in the heart of Bonifacio Global City, offering modern living spaces with premium amenities. The property is ideally situated for easy access to the city's business, shopping, and cultural hubs.

Private Resthouse, Vigan, Ilocos Norte

A luxurious retreat blending traditional Filipino architecture with modern comforts, perfect for private gatherings. The resthouse is situated near Vigan's UNESCO World Heritage sites, offering both comfort and historical charm.



GET IN TOUCH

Whether you're looking to invest in luxurious accommodations or unique retail experiences, MCCS provides tailored solutions to meet your needs. Our expert team is dedicated to ensuring your venture is a success, offering unparalleled support and innovative strategies. With our extensive network and industry knowledge, we help you navigate the market with confidence and ease. Partner with MCCS and transform your business aspirations into reality, creating memorable experiences for your customers and achieving unparalleled growth.

CONTACT US :



TOLL FREE NO. 1-855-9753648



www.mccs.ph



businessdev@mccs.ph



*19th & 11th Flr. Pet Plans Tower, 444
Guadalupe Viejo, Edsa Makati City*

