



Case Study:

A World-Renowned Prestigious County Hotel & Fine Dining Destination

Background

After taking over the ownership of a large and beautiful stately hotel some five years ago, it soon became apparent that the kitchen extract system would not be straightforward to maintain. Specifically, the extract duct work for the extract system was somewhat antiquated and as such did not lend itself to being cleaned.

Objectives

To maintain a high level of hygiene that was essential for such a prestigious hotel as well as to minimise the risk of a kitchen fire, the new owner realised that it was essential to find a solution that would meet his exacting standards of cleanliness and ensure that the risk of a fire starting in the extract system was minimised. Moreover the cleaning could not be allowed to disrupt the operation of the hotel and restaurant as a business.

Solution

Realising that cleaning the extract system would be a challenging undertaking, the owner invited several cleaning companies to inspect the extract system and propose a solution. Unfortunately, many of the solutions proposed were either extremely expensive or meant closing the kitchen or some other rooms, or both.

However, Pro-Duct Clean were able to approach the problem pragmatically, and with full regard to the ongoing operational needs of the kitchen. With careful planning, Pro Duct Clean were able to offer a solution that was both affordable and could be confidently undertaken without disruption to the operation of the business.

Result

The owner was relieved to have found a cleaning partner that properly understood his business constraints, and engaged Pro-Duct Clean to conduct this difficult cleaning task. On inspection, his insurers were also fully satisfied with the quality of work and agreed to a schedule of six-monthly cleans with photographic evidence retained on each occasion to record the condition before and after cleaning.

Aftermath

The hotel owner is delighted to have established an ongoing relationship with Pro-Duct Clean as a specialist cleaning partner based on their appreciation of the business needs of the client and their ability to implement a pragmatic solution, even where the installation is as challenging as in this example.

He recalls "We called in several companies. Their proposed solutions were either extremely expensive or meant closing the kitchen or some other rooms, or both. What I liked about PdC was that they took the time to survey the system properly, they took our business into account and they proposed a solution that meant that there was no interruption to our business that was price effective and very pragmatic."

If you would like to find out more about the solution Pro-Duct Clean have devised to meet the needs of this prestigious hotel, or speak to them with regard to a reference, please contact us on 0870 6092080