

# CASE STUDY

Hospitality: Hotels & Resorts

New machines with the commitment to complete maintenance and service of the hotel's laundry equipment are vital to keeping operations running smoothly in the hospitality industry.

## BACKGROUND

Travelodge<sup>®</sup> Toronto East Hotel offers travelers comfortable accommodations at an affordable price. This busy hotel has 148 rooms as well as an onsite indoor pool, a whirlpool bath and a fitness room. Other amenities include a business centre and meeting space.

## CHALLENGE

Travelodge<sup>®</sup> Toronto East Hotel owned commercial laundry equipment had been plagued by ongoing service-related issues with their existing washers and dryers. Laundry services are vital in maintaining the hotel's bed linens, robes, towels, and other items used by guests or staff to the highest standards. Laundry machines were failing, repair costs were increasing, and the hotel's laundry services were becoming a serious concern. The hotel owner/ operator contacted CCL Commercial Laundry to discuss possible solutions to help solve the maintenance and repair issues as well as control spiraling costs.



## SOLUTION

To help solve the service issues Coinamatic purchased the hotel's existing Unimac commercial laundry equipment. One of the problematic machines was replaced and the rest of the equipment was serviced. All equipment was then placed under the TotalCare<sup>®</sup> Program. The value of Coinamatic's was very appealing as it provides equipment and service at a low monthly fixed cost and "local" technicians with same day next/day service. For the customer, this peace of mind and control of costs was crucial in the decision.

Since that time, all machines have been swapped out like for like with new equipment – another benefit of our great TotalCare<sup>®</sup> Program.

The customer is delighted with the system and sees immediate benefits in laundry results and customer care. If there is a problem fast, expert service is just a call away. The new system has delivered peace of mind, unmatched efficiency and performance, providing Travelodge Toronto East Hotel's guests with the highest standards in laundry cleanliness.

## THE BENEFIT

- Peace of Mind with the TotalCare<sup>®</sup> Program
- Increased efficiency and better laundry results
- Less downtime and on-time service response

**Learn more** about our commercial laundry equipment or our TotalCare<sup>®</sup> program.

Call **1-877-755-5302** or email [info@cclcommerciallaundry.com](mailto:info@cclcommerciallaundry.com)

[www.coinamatic.com](http://www.coinamatic.com)