



“ We started working with CLEAN in 2011. The hotel has recently undergone significant renovation expansion resulting in an increase in the number of rooms and conference facilities. Our relationship with CLEAN has gone from strength to strength in that time we see them as a true partner to our business.”

Erika Baldyskaite, Housekeeper



Hotel Name:

Old Thorns Golf & Country Estate

Hotel Type:

4 Star Hotel

Location:

Liphook, Hampshire

Hotel Details:

400 acres

160 Bedrooms

14 function rooms

Conference centre

Gym, spa & health club

10 glamping wooden eco-pods

18-hole golf course

Serving Laundry Site:

Camberley

Results :

Introduced Streamline for stock control management

Increased hotel labour efficiency

Delivered over 25 million items of quality linen & towellings

Introduction

The relationship between Old Thorns Golf & Country Estate and CLEAN began in 2011 following an in-depth question and answer session designed to identify pressure points with linen supply and what CLEAN was able to do to address these challenges. Due to competitive pricing, a laundry facility close by and the benefits associated with CLEAN's premium Streamline service, the partnership began.

Solutions

Streamline

Streamline takes the hassle out of ordering stock control and linen room management significantly reducing administration and paper work. Streamline is less labour intensive, offers consistent deliveries reflecting occupancy levels and includes a buffer stock giving hotels the flexibility to respond to unexpected demand for linen.

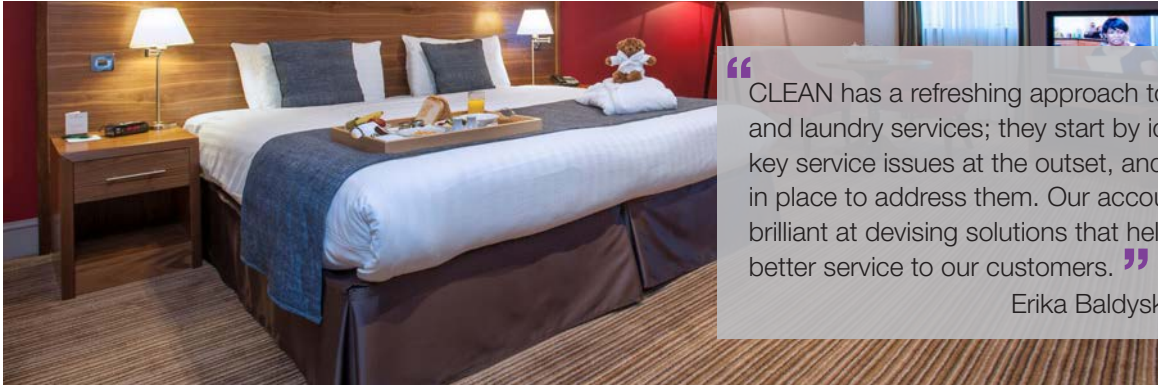
As a busy 4-star hotel quality and reliability of service was paramount, as well as a diverse range of bed linen and towelling for the hotel's different functions. CLEAN provides Old Thorns with bed linen and towelling for its hotel rooms, apartments and eco-pods, table linen for all conferences and events as well as for the hotel's restaurants and bars, and towelling for the gym and golf club.

Quantity

Since 2011 Old Thorns has relied on CLEAN for daily linen deliveries averaging 13,500 linen items per week equating to 702,000 per year. Since working together, CLEAN has supplied Old Thorns with more than 25 million items. That's a lot of linen! Due to the south east location of the hotel, CLEAN's flagship laundry in Camberley that at peak operating times can deliver more than one million linen items per week delivers fresh items each day. Optimised routes are calculated by a dedicated logistics team to ensure CLEAN is always focused on efficiency which reduces road miles and ensures a speedy and reliable delivery.

CASE STUDY

OLD THORNS GOLF & COUNTRY ESTATE



“ CLEAN has a refreshing approach to linen rental and laundry services; they start by identifying the key service issues at the outset, and then put a plan in place to address them. Our account manager is brilliant at devising solutions that help us provide a better service to our customers. ”

Erika Baldyskaite, Housekeeper

What CLEAN supplies...

Hotels value reliability and high levels of customer service. Continuous investment in people, modern facilities, the latest equipment and cutting edge technology enables CLEAN to deliver four million linen items to UK businesses each week.

Old Thorns relies on CLEAN for a diverse range of items:

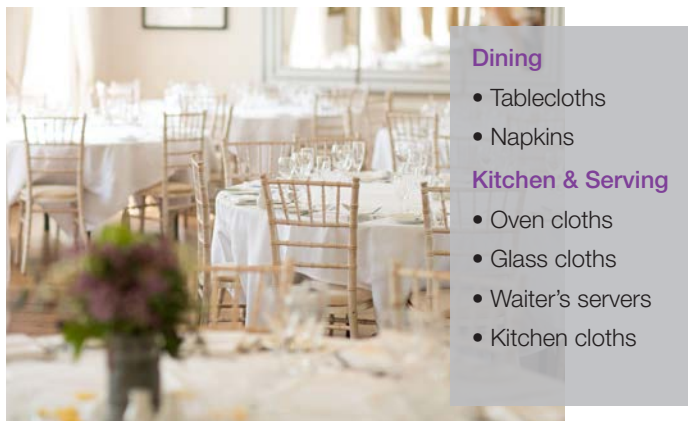


Bedrooms

- Pillowcases
- Duvet covers
- Bed sheets

Towelling

- Bath mats
- Bath sheets
- Hand towels
- Face cloths



Dining

- Tablecloths
- Napkins

Kitchen & Serving

- Oven cloths
- Glass cloths
- Waiter's servers
- Kitchen cloths

Efficiency

CLEAN is finding that more and more of its customers want to talk to them about corporate social responsibility:

“ Camberley is industry-leading in its utilisation of energy and its efficiency. We are health and safety compliant, our products are ethically sourced so they can rest assured that those things are taken care of and something they don't need to worry about. ”

Jason Miller, CEO, CLEAN

Dedication to reducing their environmental footprint has seen CLEAN win a Green Apple Award for Environmental Best Practice following a 38% reduction on their carbon footprint in the last two years.



01628 645 900
info@cleanservices.co.uk

@cleanlinenLtd

linkedin.com/company/clean-linen-services-ltd