

Travelodge



Seven year cyclical programme, refurbishment and maintenance services
Value: £7 million per year





INVESTOR IN PEOPLE

Introduction Willmott Dixon has had a relationship with Travelodge for the past three years, carrying out refurbishment and maintenance services to its hotel portfolio. This includes whole hotel upgrades to refresh and maintain optimum standards in bedrooms, main reception and customer areas, restaurants and cafes.

- Key Facts**
- 2,500 rooms refurbished nationwide
 - Travelodge's 'Supplier of the Year' for 2009
 - Keeping hotels in optimum condition for guests

Details Travelodge is a budget hotel in a competitive market, so ensuring customers get the best possible experience is critical. That's why WD Interiors works as a partner with Travelodge to ensure its hotels get regular attention so they remain in top condition for customers. Every room or 'project' receives the same high level of service quality by our in-house teams – we don't sub-contract out the work!

Our rolling programme includes 2,500 rooms being refurbished nationwide. The teams work closely with Travelodge to deliver phased programmes to minimise disruption to customers and Travelodge staff, while also delivering the project as quickly as possible.

Relationships Hotels remained open to the public during refurbishment works.

Testimonials **Scott Rutherford, Head of Facilities, Travelodge**

"The Interiors team led by Both Warren and Mike have been instrumental in developing our refurbishment program, and this was recognized by Interiors being awarded 'Supplier of the year' at our recent company conference.

The relationship building skills of both have allowed this relationship to develop, as I am sure it will continue to do in the future. They have formed strong professional relationships with myself and my team and continue to strive to deliver excellence for us."

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WILLMOTT DIXON
GROUP