

Hostar International, Inc. provides material distribution solutions to luxury hotels and resorts. Hostar's clients include some of the finest hotels and resorts in the world. They have chosen the ProHost® System to help them maintain the highest quality guest standards while being "smart" about operations.

Designed specifically for hotels, the goal of the ProHost® System is to deliver operational efficiency while enhancing guest satisfaction and improving employee morale.

Join the hundreds of successful owners and hoteliers who have allowed Hostar to provide them with their housekeeping material management solution, serving over 90,000 guestrooms worldwide.



SMART OPERATIONS

Objectives

- Enhance guest service and improve quality standards
- Increase task efficiency and productivity
- Centralize inventory and reduce supply expense
- Improve the work environment and job satisfaction for employees

A challenge for the luxury hotel industry is delivering quality service for its guests while maintaining cost efficient operations.

Guest service is compromised when room attendants are not provided with the items they need when they are needed. Inefficient distribution of linen and supplies is the most serious obstacle to completing daily room assignments in a timely manner and meeting quality room standards. Unattractive guest hallways result from overloaded room attendant carts and piles of soiled linen.

Hoteliers work to recruit experienced room attendants. Once recruited, staff retention is an issue because inefficient operations lead staff to look elsewhere for employment. High turnover reduces overall completions, reduces room standards and increases training costs.

PKF Consulting found in a recent poll that “helping employees increase productivity was by far the most popular way of getting more value for the payroll-and-related costs that account for more than 40 percent of a hotel's operating expenses” ¹

Outmoded inventory control and distribution programs can lead to operational inefficiencies and service challenges. Mal-distribution of housekeeping materials effects guest service, productivity and inventory cost.

¹Hotels On-Line, Better, Faster, Smarter for Controlling Personnel Costs, Productivity has been Number One, by Robert Mandelhaum

Compare this...



Hostar International, Inc. created the ProHost® System to provide solutions for these industry challenges. Hoteliers who have installed the ProHost® System report that they have accurate linen and amenity delivery to each floor and section on a daily basis.

Improved Guest Services

The ProHost® System reduces the involvement of room attendants in the loading and handling of linens, terry and supplies. ProHost® System users routinely gain 30-40 minutes per room attendant per day. Time previously spent on material handling events can now be used to achieve quality standards and reduce time in returning vacated guestrooms back to the front desk.

Attractive Appearance & Organization

Guests appreciate the upgraded appearance of housekeeping in the hallways. Soiled linen and trash are kept out of the guests' view and clean items are clearly separated from soiled. Room attendants begin each day with a reliable tool—a professional looking, ergonomic, pre-loaded mobile workstation.

Investment Value

The paradigm shift for ProHost® hotels is that housekeeping no longer is viewed solely as a cost center. Both hotel owners and management companies benefit from their ProHost® System investments which increase productivity and reduce expenses.

For two decades, the ProHost® Housekeeping System has consistently shown its ability to improve operational efficiency and productivity. ProHost® hotel housekeeping departments bring more dollars to the bottom line.

OPERATIONAL EFFICIENCY

with the ProHost System®



Mobilizing Smart Hotels®

Financial Model

The ProHost® System typically generates a 24 to 36 month payback depending on the luxury level of the property, size, physical layout and constraints on labor.

Typical savings range from US\$0.75—US\$1.50 in savings per occupied room night. This translates to significant savings over the life of the System (typically ten to fifteen years). Investment analysis shows that ProHost® consistently exceeds the 15% hurdle rate for IRR and NPV calculations.

The financial case study shown on the adjacent page extrapolates the annual savings over the seventeen years of operating the ProHost® System while utilizing the same processes established in year one.

Since implementation the ProHost® System has generated over \$4,500,000 in savings. The property has reinvested \$32,870 in equipment refurbishment over the years, less than 1% of its accumulated savings, to maintain the integrity of the program.

The financial benefit of the ProHost® System can be viewed even more clearly when a leasing model is evaluated. With a lease, the ProHost® System investment can be shifted to the operating line of the budget. The net effect is a reduction in the total operating expense for the housekeeping department.

The monthly lease payment is less than the monthly savings generated, thus decreasing the housekeeping cost per room expense and improving the net income of the hotel's operation.



ProHost® Systems = \$ Savings per ORN



ProHost® System Savings

Size: 630 Rooms

Type: Business / Convention

Year: ProHost System Installed – 1990

- 1. Labor & Benefit Savings Housekeeping generated annual wage and benefit savings of \$127,000
- 2. Expense Savings The department achieved annual expense savings of \$108,000

	<i>Percentage Improvement</i>	<i>Savings per Occupied Room Night</i>
Salary and Benefits	5%	\$0.80
Linen Expenses	30%	\$0.28
Guest Supply Expenses	19%	\$0.38
Laundry Allocation	1%	<u>\$0.02</u>
Total Savings per ORN		\$1.48

Reinvestment in ProHost® System maintenance = \$32,870
 Extrapolated Seventeen-Year Savings Projected - \$4,500,000

Details on case studies can be found by following the link to Hostar's website [Financial Case Studies of the ProHost® System](#)

The ProHost® Full Service Program provides room attendants with their own ergonomic workstation. Mobile Suppliers carry clean linen, terries and guestroom amenities. A separate unit, the Mobile Collector, is used to collect soiled linen, trash and recyclables. Mobiles are distributed on the guest floors to cover each room attendant assignment or section. The pre-loaded Mobiles provide efficiency, consistency in service and improved appearance in the guest corridor.

Organization of Clean Items

Mobile Suppliers carry items needed by room attendants for making up guestrooms. Totes are packed with set quantities of linen, terry, amenities and supplies to ensure that room attendants receive what they need to complete their assignments. Totes are color coded to identify the contents.

Collection of Soiled Linen, Trash and Recycling

The ProHost® System is designed to provide total separation of clean linen from soiled linen and trash. In addition, the Collector can be configured to accept recycled items. The objective is to eliminate opportunities for clean linen to come in contact with soiled items. A second key criterion is to remove soiled items and trash from the guest view.

ProHost® Mobile Collectors are designed to carry related cleaning tools, chemicals, and vacuums used by room attendants and house persons. The Collector can be hitched with the Supplier for efficient travel on the guest floor. The Super Collector, with approximately three times the capacity of a Mobile Collector, can be specified for housemen. (Shown on page 11)

Access to Reserve Linen and Terry

Tote Carriers and Mobile Super Suppliers carry additional totes of linen and terry. They can be positioned for easy access in the guest floor service area, linen closet or room attendant section. Room attendants replenish their Mobiles by exchanging empty totes with full totes from the reserve linen units. (Shown on page 10)



Mobile Supplier and Collector

The ProHost® Campus/Villa program teams ProHost® System efficiency with customized transport vehicles.

Guest rooms may be serviced directly from the ProHost® Transport vehicle (left image) or from Mobiles delivered by a roll-on, roll-off transport vehicle to service closets in individual buildings (right image.)

Both options allow for accurate and efficient delivery of daily housekeeping supplies in ProHost® Mobiles and totes.

Designed to maneuver on narrow paths and walkways, the transport vehicles maintain a professional, five-star appearance while operations benefit from the systematic delivery and collection of linen and supplies.

CAMPUS/VILLA PROGRAM



Power Assist Mobiles revolutionize delivery abilities in hotel housekeeping departments. The powered Mobiles are capable of transporting hundreds of pounds of inventory effortlessly through guest corridors with just a touch of the button. Back strain and fatigue associated with moving heavy loads are virtually eliminated with the power option for ProHost® Mobiles.

ProHost® Power Unit Design Features:

- Battery-powered motor operates with a push-button switch located on the Mobile handle
- Front wheel drive and convenient free-wheel switch at the handle allow complete control of movement
- Safe, non-leaking 12 volt gel-cell battery with an 18-24 month life. Batteries are fully charged in approximately 8 hours
- LED light panel indicates charging condition of battery and motor status
- Easy access to power unit components for service and part replacement
- Standard grounded plug for easy charging from standard power points
- Safety relay prevents power unit from operating while the charging system is connected to a power source
- ETL and CSA rated



The ProHost® Luxury/Boutique Program maintains a “cartless appearance” in the guest corridor while providing the room attendants with a tool to significantly improve productivity and guest room quality.

Organization of Amenities and Cleaning Tools

Room attendants work with a pre-loaded Handy Supplier slim enough to go inside the guestroom. Each Supplier contains exact quantities of amenities, room supplies and cleaning products for a daily assignment.

Access to Linen and Terry

Tote Carriers and Mobile Super Suppliers carry totes of linen and terry and can be parked in the guest floor service areas. After room attendants strip the room of soiled linen and trash, they return to their linen closets to retrieve the appropriate linen and terry items. (Shown on page 10)

Achieve Invisible Housekeeping

The ProHost® Handy Supplier allows housekeeping programs to be truly “invisible.”

The ProHost® Luxury/Boutique program delivers first-class appearance, consistent quality and improved productivity.

LUXURY BOUTIQUE PROGRAM

Mobile Handy Supplier





**Room Attendant Mobile Supplier
with Power Assist Option**



**Room Attendant
Mobile Handy Supplier**



**Reserve Linen
Mobile Super Supplier**



**Reserve Linen
Mobile Tote Carrier**



**Room Attendant Mobile Collector
with Rising Linen Base**



**Houseman
Mobile Super Collector**



**Room Service Tray Pick-up
Mobile Super Supplier**



**Minibar Mobile Supplier
with Power Assist Option**

Organized Amenities and Room Supplies

With the ProHost® System, guestroom amenities and supplies are kept in a centralized area and organized at a space efficient picking station. Exchange Totes are packed during the day and held in Tote Carriers until needed for evening Mobile restocking.

Benefits include:

- Eliminates open cartons on the floors
- Provides consistent delivery on a daily basis
- Saves room attendant time
- Reduces loss and damage
- Improves purchasing order accuracy and procedures

Centralized Clean Linen Holding

Whether using an inside or outside laundry service, with the ProHost® process, clean linen is held in a secure location near housekeeping during the day. Benefits include:

- Reduces unaccountable loss
- Increases inventory accuracy
- Reduces par levels
- Improves communication with the laundry
- Lowers demand on service elevators during the day shift

ProHost® Restocking Process

ProHost® Restocking is assigned to a dedicated team that begins work after room attendants finish their day. Laundry bins are staged for efficient packing of linen and terry directly into the Mobiles and Tote Carriers saving hundreds of material handling events a day. All depleted equipment is cycled through a restocking line and then returned to the guest floor linen closets or service landings.

Extended Customer Care

ProHost® System users are provided with on-going planning support and access to proprietary software to maintain procedure forms and training tools.

System users can contact Customer Service to receive updated Mobile load plans, linen and supply order forms and training guides.



ProHost® Pick Station and Amenity Exchange Tote



Mobile Restocking Line



ACCURATE DISTRIBUTION

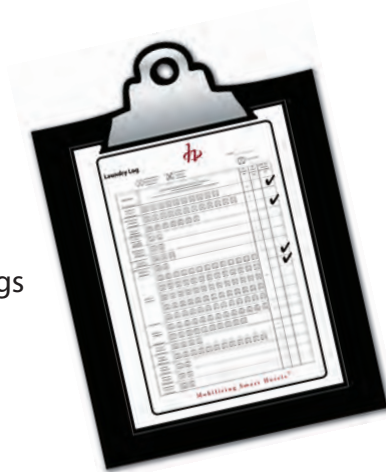


Mobile Restocking Diagrams

Posters, flow diagrams and other illustrations are posted in the Mobile Restocking Area to aid the restocking team members in executing an accurate and efficient restocking process.

Mobile Restocking Log

The restocking team use the Mobile Restocking Logs to record and report evening activities.



NORTH AMERICA Business & Convention

Fairmont Palliser, Calgary
 Fairmont Royal York, Toronto
 Fairmont Vancouver Airport
 Fairmont Waterfront, Vancouver
 Hilton Hotel, Charlotte
 Inter-Continental Hotel, Toronto
 Marriott Chicago O'Hare
 Marriott Hotel, Cleveland
 Marriott Hotel, Jacksonville
 Marriott Portland, Oregon
 Residence Inn Lake Union, Seattle
 San Mateo Marriott, California
 Marriott, Newark Airport Hotel
 Renaissance Hotel, Fort Worth
 Sheraton Crescent Hotel, Phoenix
 Sheraton Grand Sacramento
 Sheraton Hotel, Atlantic City
 Sheraton Manhattan at Times Square
 Sheraton New Orleans
 Sheraton New York Hotel & Tower
 Sheraton Overland Park, Kansas City
 Sheraton Phoenix
 Sheraton Seattle Hotel & Towers
 Sheraton Suites, St. Louis
 Westin Alexandria, Virginia
 Westin Arlington, Washington D.C.
 Westin Bellevue, Washington
 Westin Beechwood, Fort Worth
 Westin Book Cadillac, Detroit
 Westin Boston Waterfront
 Westin Charlotte
 Westin Crown Center, Kansas City
 Westin Detroit Metropolitan Airport
 Westin Galleria, Dallas
 Westin Huntsville, Alabama
 Westin Indianapolis
 Westin Lombard, Chicago
 Westin Newport, New Jersey
 Westin Portland, Oregon
 Westin Mission Hills, California
 Westin North Shore, Chicago
 Westin Riverwalk, San Antonio
 Westin Savannah, GA
 Westin St. Francis, San Francisco
 Westin St. Louis

Westin Seattle
 Westin South Coast Plaza, Costa Mesa
 Westin Tabor Center, Denver
 Westin Times Square
 Westin Westminster, Denver

NORTH AMERICA Casino Hotels & Resorts

Caesars, Atlantic City
 Caesars Palace, Las Vegas
 Inn of Mountain Gods, New Mexico
 Mohegan Sun Resort, Connecticut
 New York New York, Las Vegas
 Palms Place, Las Vegas
 Paris, Las Vegas
 Soaring Eagle Casino, Michigan
 Tulalip Resort and Casino, WA
 Wynn Encore, Las Vegas
 Wynn Resort, Las Vegas
 The Palms, Las Vegas

NORTH AMERICA Resort Properties

Disney's Animal Kingdom, Orlando
 Disney's Beach Club, Orlando
 Disney's Boardwalk Resort, Orlando
 Disney's Contemporary, Orlando
 Disney's Grand Floridian, Orlando
 Disney's Polynesian Resort, Orlando
 Disney's Wilderness Lodge, Orlando
 Disney's Wilderness Villas, Orlando
 Disney's Yacht Club, Orlando
 Fairmont Banff Springs Hotel
 Fairmont Chateau Lake Louise
 Fairmont Chateau Whistler
 Hard Rock Hotel, Orlando
 Hard Rock, San Diego
 Loews Portofino Bay, Orlando
 Loews Royal Pacific Resort, Orlando
 Marriott Hotel & Golf Club at
 Champion Circle, Dallas/Fort Worth
 Resort Nickelodeon Family Suites,
 Orlando
 Ojai Valley Inn & Spa, California

Sheraton Wild Horse Pass, Phoenix
 Sheraton Puerto Rico
 Singer Island, Florida
 Sonnenalp Austria Haus, Vail
 Sonnenalp Bavaria Haus, Vail
 Westin Diplomat, Ft Lauderdale
 Westin Resort Hilton Head Island
 Westin Kierland Resort, Scottsdale
 Westin Maui, Hawaii
 Westin Savannah Harbor Resort
 Westin Stonebriar Resort, Dallas
 Westin La Cantera, San Antonio
 Westin La Paloma Resort, Tucson
 Westin Resort & Spa, Whistler

NORTH AMERICA Luxury & Boutique

The Atlantic, Miami
 Auberge Saint Autoine, Quebec
 Bacara Resort & Spa, Santa Barbara
 Brookstreet Hotel, Ottawa
 Hotel 1000, Seattle
 Le Méridien Sunny Isle Beach, Miami
 Liberty Hotel, Boston
 Lodge at Torrey Pines, La Jolla
 Ritz-Carlton Battery Park, NY
 Ritz Carlton South Beach, Florida
 Tower 23 Hotel, San Diego
 Seaport Hotel, Boston
 St. Regis San Francisco
 St. Regis Monarch Beach Resort & Spa,
 California
 SLS Beverly Hills
 The Joule, Dallas
 US Grant, San Diego
 W Boston
 W Fort Lauderdale
 W Lakeshore, Chicago
 W Montreal
 W New Orleans
 W New Orleans – French Quarter
 W Scottsdale
 W Times Square



**INTERNATIONAL
Resorts & Casino Hotels**

Crown Macau Hotel, Taipa
Sands Hotel & Casino, Macau

**INTERNATIONAL
Resorts Properties**

Atlantis the Palm, Dubai, UAE
Empire Hotel & Country Club, Brunei
Disney Ambassador Hotel, Japan
Kempinski Hotel Ajamn, UAE
Palm & Fountain Terrace Hotel
at Tokyo Disney Resort, Japan
The Palace Old Town, The Address
Dubai, UAE
Shangri-La Boracay, Philippines
Shangri-La Hotel Abu Dhabi, UAE
Shangri-La Barr Al Jissah Resort
& Spa, Oman
Shangri-La Mactan Island Resort,
Philippines
Tokyo DisneySea Hotel, Japan
Tokyo Disneyland, Japan
Westin Awaji Island Resort, Japan
Westin Resort, Guam
Westin Resort, Macau
Westin Dragonara Resort, Malta
Westin Resort St. John, U.S. Virgin Island

**INTERNATIONAL
Business Hotels & Service Apartments**

Emirates Tower Dubai, UAE
Fairmont Plaza, Singapore
Gateway Apartments, Hong Kong
Hotel Granvia Kyoto, Japan
Jumeriah Living WTC Residence,
Dubai, UAE
Le Grove, Singapore
Marco Polo Gateway, Hong Kong
Marriott Surabaya, Indonesia
Mandarin Oriental Tokyo, Japan
Merchant Court Hotel, Singapore
Orchard Scotts Far East Apartments,
Singapore
Fairmont Dubai, UAE
Shangri-La Barr Al Jissah, UAE
Shangri-La Abu Dhabi, UAE
Shangri-La Hotel Dubai, UAE
Shangri-La Edsa Plaza, Philippines
Shangri-La Makati, Philippines
Shangri-La Hotel, Taipei, Taiwan
Island Shangri-La, Hong Kong
Shangri-La, Kowloon
Shangri-La Hotel, Garden Wing, Singapore
Shangri-La Service Apartments, Singapore
Shangri-La Hotel, Tower, Singapore
Shangri-La Hotel, Valley Wing, Singapore
Sheraton on the Park, Sydney, Australia
Sheraton Oman

Swissotel, The Stamford, Singapore
Traders Abu Dhabi, UAE
Traders Hotel Kuala Lumpur, Malaysia
Traders Hotel, Singapore
Traders Hotel, Dubai, UAE
W Walkerhill, Seoul, Korea
W Sydney, Australia
Westin Chosun, Seoul, Korea
Westin Osaka, Japan
Westin Sydney, Australia

