

Outrigger on the Lagoon (Fiji): Washing for a 5-STAR Hotel in paradise



History

Outrigger on the Lagoon is Fiji's first 5-star resort, combining luxury, tradition, and native architecture. The resort features 254 rooms and 47 lodges, all designed to reflect authentic Fijian culture. With five restaurants, a world-class spa, and private beach access, it is committed to delivering exceptional guest experiences, where even the laundry service plays a key role in maintaining its high standards.

Objective

The resort needed a high-capacity, durable, and efficient laundry system to manage large volumes of linens, towels, and staff uniforms, while ensuring long-term reliability and premium fabric care in a 24/7 luxury operation.

Solution

Girbau supplied a comprehensive laundry system, including HS6057, HS6040, and HS6023 washers, multiple dryers, and a PSP5132 flatwork ironer, ensuring high efficiency, reduced energy consumption, and outstanding textile care.

Girbau's relationship with Outrigger on the Lagoon began in 1998, when its former distributor, Advance, won a tender for a full resort refurbishment. As part of this project, the laundry was initially equipped with LS-series washers, dryers, and an ironer, along with dedicated presses for textile finishing. This partnership was not only focused on equipment supply but also included staff training and a long-term maintenance agreement to ensure the machinery's optimal performance.

High-demand laundry at a Five-Star resort

The sheer scale of laundry operations at Outrigger on the Lagoon highlights the need for a robust, high-performance system capable of meeting the demands of a five-star establishment. Each guest room requires a significant amount of linen, including bath towels, hand towels, pool towels, face towels, and bath mats, with three complete sets of linens available per room at all times. The resort's laundry team must also manage the constant turnover of sheets and pillowcases across its 167 king-size rooms and 174 standard rooms, along with the specialized fabrics used in its world-class ocean-view spa, which requires additional towels, couch covers, and delicate treatment linens.

Beyond the guest accommodations, the resort's five restaurants require pristine table linens, while its 600+ staff members rely on a continuous supply of freshly laundered uniforms. The high volume of textiles in circulation every day places immense pressure on the laundry operation, which must function flawlessly around the clock.



In 2011, the resort upgraded its laundry system to include new HS6057, HS6040, and HS6023 washers, as well as additional dryers and a PSP5132 flatwork ironer. These high-speed washers feature customizable washing programs, enabling the team to adapt to different textile types while ensuring deep cleaning and fabric longevity. The energy-efficient dryers help to reduce drying times without compromising fabric softness, and the flatwork ironer and presses provide a flawless finish for bed linens, towels, and uniforms.

To maintain its five-star standards, Outrigger on the Lagoon operates its laundry 24 hours a day, seven days a week, with machines running at 90% capacity between March and November, the resort's peak season. The durability of Girbau equipment has allowed the laundry team to handle all hotel, spa, and restaurant linen requirements efficiently, ensuring that high-quality standards are consistently met.

A partnership built on quality, service, and trust

For over 25 years, Outrigger on the Lagoon has relied on Girbau for high-performance laundry equipment, expert training, and long-term maintenance support. The continued success of this partnership has positioned Girbau as a leading supplier across Fiji, providing laundry solutions to over 50 luxury resorts, 18 hospitals, and multiple commercial laundries across the islands.

"We are not defined by our location (in this case on the beach). We are defined by the fact that we meet the highest standards demanded of a five-star establishment."

Mrs. Tepola
Head of the laundry





Technical details:

HS6057

HS6040

HS6023

PSP5132