



OUTRIGGER ON THE LAGOON (FIJI) WASHING FOR A 5-STAR HOTEL IN PARADISE

The Outrigger on the Lagoon stands apart on the Fiji Islands

Just saying the name of Fiji conjures up an oasis of nature, relaxation and well-being... a dream paradise. The Outrigger on The Lagoon is this dream come true.

It was the first 5-star resort on the island. In building the complex the Outrigger hotel chain respected the culture, tradition and native architecture of Fiji.

As well as 254 rooms decorated with paintings and motifs typical of traditional local culture, guests can stay in one of the 47 lodges inspired by traditional native constructions.

Service and luxury are the two stand-out features of the resort. Linen and therefore laundry are an essential part of this.

When you tour the resort you realise just how much linen is necessary to meet guests' needs and to keep up levels of quality and rigour.

For every room there are an average of 4 bath towels, 1 bath mat, 2 hand towels, 2 face towels and 3 towels for the swimming pool. For every room there are 3 stocks of linen. Added to this are 2 pairs of king-size sheets for 167 rooms, 2 sets of 174 ordinary sheets and 4 sets of 341 pillow cases.

Right from the start, the tender included both installing the machinery and an agreement for training and maintenance.

The figures are dizzying and this is not all. The fantastic spa with views straight out over the ocean from the top of a small hill is equipped with towels of all kinds, covers for couches and more. The count is rounded off by two uniforms for each member of staff, which means 600 people, and all the table linen to equip the resort's 5 restaurants.

The laundry is equipped with **HS washing machines with capacities ranging from 23kg to 57kg**.

In 1998, Advance (then the Girbau distributor), through a successful tender by **North Queensland Constructions** to refurbish the whole resort, fitted out the laundry.

In that year it equipped it with hard-mount washing machines (1 LS355 and 2 LS332), 2 dryers and a Flatwork Ironer PSP5132, alongside two presses and older equipment already in the laundry. Right from the start, the tender included both installing the machinery and an agreement for training and maintenance. Today, the laundry has **2 HS6057, 2 HS6040, 1 HS6023 washers, 4 dryers, a new Ironer PSP5132 following replacement in 2011 and three presses**.





Mrs. Tepola, head of the laundry

A 5-star hotel or a beach hotel?

It might seem easiest to define the Outrigger as a 5-star beach hotel. But the staff are absolutely clear that what makes the difference at the resort is not that it is beside the ocean with an immense private barrier of coral. What really makes the difference is that it is a 5-star hotel.

The head of the laundry, **Mrs. Tepola**, asserts that this difference is the key: "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."

This remark might seem like common sense, but this is what makes the Outrigger stand out: its philosophy of paying maximum attention to detail and the dedicated, committed attitude of the whole staff, anticipating what guests will want.

Why Girbau? Quality, durability and service

The head of the Outrigger's laundry had no doubt about having opted for Girbau. "We have worked with Girbau machinery since 1998, when the current subsidiary (Girbau Australia) was still only a distributor.



Its philosophy of paying maximum attention to detail and the dedicated, committed attitude of the whole staff, anticipating what guests will want.

"They have never let us down. They offer us quality, durability and service, which are what we need for our laundry to meet our requirements at all times," she says.

Regarding the Girbau machinery, Mrs Tepola stress that, "Tough machinery able to give the quality we want, with the capacity our resort requires 24 hours a day, 7 days a week, used at 90% from March to November, can only be a winner."

Getting into a resort with the level of rigour and quality of the Outrigger on the Lagoon provided Girbau Australia with a landmark installation that has opened the door for it to become the official supplier of most of the facilities on the Fiji islands, including the ministry of health (where Girbau Australia has fitted out 18 hospitals) and more than 50 resorts as well as other commercial laundries. The Outrigger resort is not just a dream hotel complex in the paradise of Fiji. It is also a dream laundry.

