



STOKE BY NAYLAND HOTEL, GOLF & SPA

LUXURY RESORT UPGRADES LAUNDRY

Stunning Stoke by Nayland is a luxury hotel, golf and spa resort near Colchester on the Suffolk-Essex border. A family-owned business for over 70 years, it offers two 18-hole championship golf courses, 80 contemporary hotel rooms and a luxurious spa with high tech gym. It also has a 2 AA Rosette restaurant and five self-catering retreat lodges in an idyllic countryside setting.

High standard of customer care

Stoke by Nayland is run by a family with strong customer service values, who believe that every guest should be made to feel welcome, valued and important. The team are constantly striving to achieve the highest standard of service by listening to guests and working to ensure they deliver the best possible experience.

“The faster cycle times have increased our operating capacity and made us much more efficient.”

Increasing capacity and control

At a spa hotel, the quality of laundry and high volumes of towels and towelling are an important element in the whole customer experience. The luxury resort realised that

its existing laundry was no longer able to cope with the increased quantities of spa towels and hotel laundry it needed to process daily. Housekeeping Manager Steve Miles looked to Girbau for a more efficient solution.

Girbau's laundry consultants worked with the resort's housekeeping team to identify shortfall areas in the existing laundry before recommending an upgrade capable of meeting capacity, quality and energy efficiency requirements.





STOKE BY NAYLAND CHOSE GIRBAU UK FOR:

- Consultative on premise laundry guidance and advice
- Fast washing and drying cycles
- Energy efficient machines
- Flexible INTELI programming
- Girbau equipment reliability and long life

After meticulous planning the expert Girbau installation team fitted the laundry with a combination of three robust HS-6023 (25kg capacity) INTELI washers and three energy efficient ED 660 gas dryers.

The advanced INTELI controls on Girbau HS Series washers provide 20 pre-set and 79 customisable programs for quick and easy programming for a variety of textiles, including spa towels with notoriously difficult-to-clean treatment oils.

The new washers have helped to transform laundry operation as Steve Miles confirms: “We are very happy with the quality of the machines and the effective combination of INTELI washers and chemicals. We can now process 15-16 loads per day of towels from the leisure side of the business in 45 minute cycles, slightly longer for spa towels. We also process six to eight loads per day of hotel linen, including napkins from the restaurant.”

The Girbau ED660 gas dryers benefit from a 37kg capacity drum and many energy saving features including cabinet insulation and a double-glazed door that prevent heat escaping into the laundry room. The advanced Humidity Control feature senses when clothes are dry and automatically activates the cool down process,

maximising energy efficiency and assuring the highest levels of textile care.

Steve Miles, continues, “We are pleased to be achieving a full 75lb load in the Dryers in 25 just minutes. The faster cycle times have increased our operating capacity and made us much more efficient.”

The Stoke by Nayland laundry is in operation seven days a week with two shifts covering 9.30 am – 10.30 pm daily. In this time, the resort is now able to process all its hotel and spa laundry, except for the more specialist flatwork which continues to be outsourced.

