



PENTHOUSE



GUEST ROOMS



RESTAURANT



RECEPTION



BASEMENT



A five star cycle

How hotel
laundry
quality
impacts
guest
experience
at every
level

◀ Select a floor to
find out how

How did you
rate your stay?

<input type="checkbox"/>	★★★★★
<input type="checkbox"/>	★★★★★
<input type="checkbox"/>	★★★★
<input type="checkbox"/>	★★★
<input type="checkbox"/>	★★
<input type="checkbox"/>	★



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BASEMENT

Contact us for a
free on-site survey



38%

Less than half the hotels we surveyed **are capable of offering laundry services** for guests' clothing

Guest experience

Guests expecting a luxury stay may have special requests such as personal laundry. On-premise laundry equipment with wide ranging wash settings suitable for handling all fabrics, will demonstrate your hotel's commitment to going the extra mile.



"I asked for my dress to be cleaned but they told me they needed to send it out and it would take a day to turnaround. Not good enough."



"I spilt some wine on my favourite blouse, but they had it beautifully laundered and back to me in less than 3 hours. Amazing!"

Miele offers a full range of high quality, efficient and versatile laundry equipment to make your guest experience the very best it can be.

Click here to find out more



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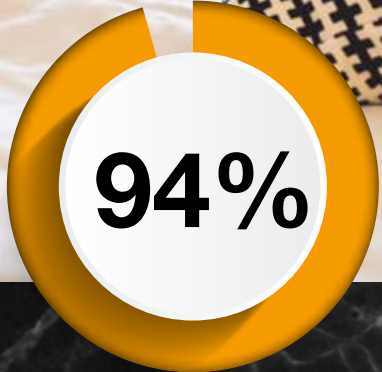


RECEPTION



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94%

Most hotel workers agree that **maintaining the quality of laundered linen is an important aspect of hotel quality**

Guest experience

Taking care with laundry can extend the lifespan of your linen so that it doesn't need to be replaced as frequently. Quality equipment with customisable settings helps preserve fabrics, protect investment, and enhance the guest experience.



"I had a poor night's sleep which I mainly put down to the rough and tired looking bed linen, not what I'd expect from a hotel of this quality."



"Fantastic beds with crisp, clean and soft sheets gave me one of the best sleeps I've had in ages."

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59%

Fast wash cycles are one of the most important hotel laundry considerations

Guest experience

Hotel laundry needs are often varied. Selecting laundry equipment capable of removing severe napkin stains alongside less challenging wash loads supports a quality reputation and attention to detail.



"Sat at the same table for breakfast and then lunch and was disappointed to see the same stain I made at breakfast still there."



"You can tell the difference in quality the second you sit down at the table, everything was immaculate."

Miele offers a full range of high quality, efficient and versatile laundry and warewashing equipment to make your guest experience the very best it can be.

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25%

A quarter of hotels we surveyed
**struggled to meet tight room
turnaround times**

Guest experience

Guests should never have to wait for their room beyond the check in time. Running an efficient on-premise laundry with fast cycles ensures rooms will be ready to accommodate them earlier.



"After a long journey we were looking forward to collapsing in our room, but when we arrived at check-in our room wasn't ready."



"Arrived a bit early expecting to have to wait in the bar for our room, but they showed us straight up, brilliant!"

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52%

For over half the hotels
we surveyed, **laundry
turnaround is too slow**

Guest experience

Hotel laundry soon builds up, especially when business is booming! It's important to select equipment that can handle large loads and cater for a full house all year round.



"I know the hotel was full but the hotel staff continually looked stressed, it didn't make for a relaxing stay."



"Discrete and efficient cleaning staff always looked happy and always found time to say hello."

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