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Art of Hospitality

Enter our world.

ReadyRoom
formula

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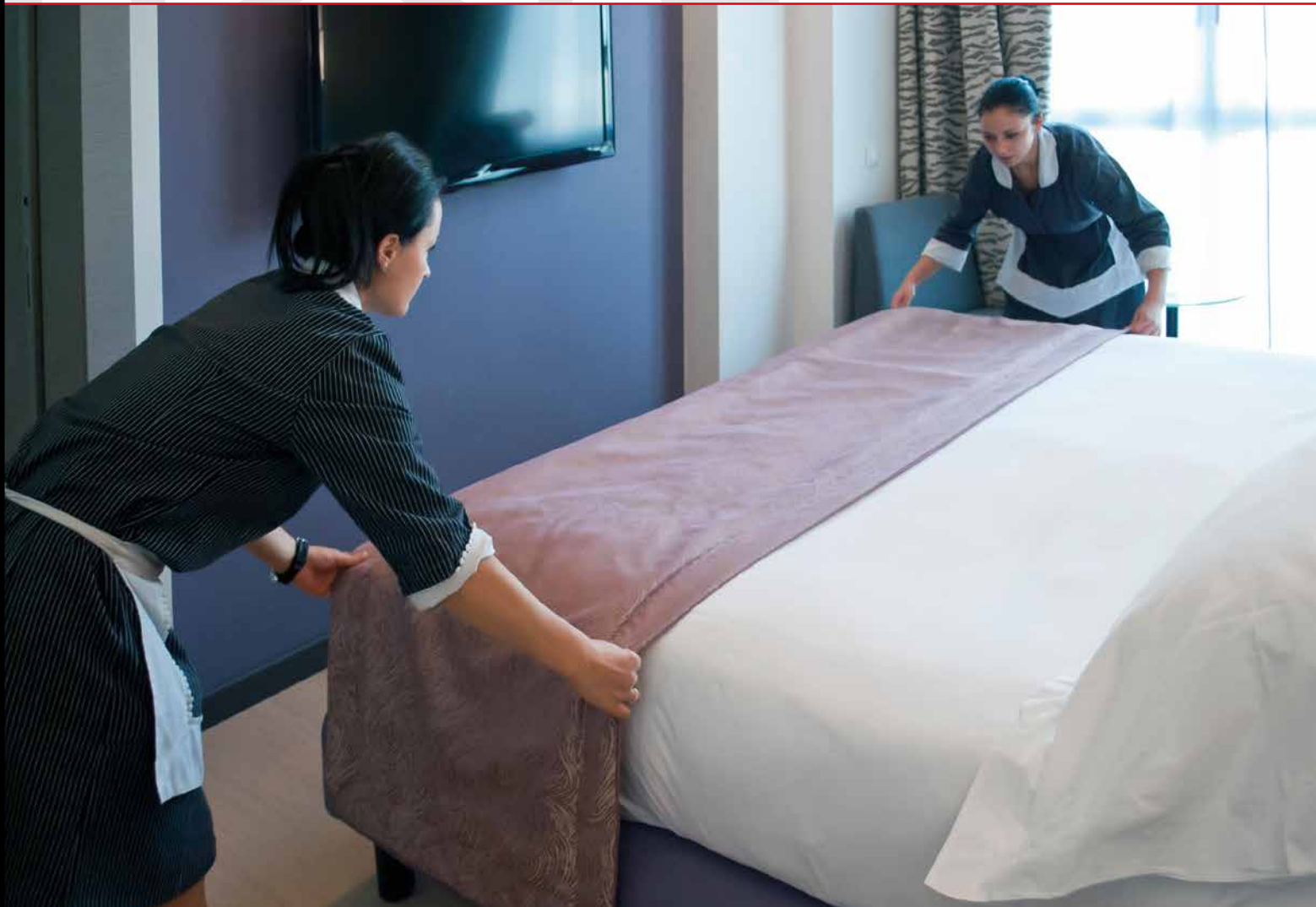
Bright red carpet,
glossy floors,
crystal-clear glass,
snowy white towels
and immaculate sheets:
luxury is in the details.

Art of Hospitality takes care of all the details for the best hotels in the world, with the exclusive international **Ready Room** system.

A complete system offered at a fixed price for a single result: the satisfied client.

Art of Hospitality revolutionised the world of hotel cleaning with the introduction of the **Ready Room** brand, a full service package that includes:

▶ Supply of staff for room tidying and cleaning services

▶ Rental and washing of linens

▶ Minibar management

▶ Supply of courtesy items

▶ Detection and notification of items in need of repair

Efficiency is guaranteed by training programmes for staff, who use a connected tablet with **Ready Room** software installed to ensure precise and constant monitoring of work progress.

Ready Room is a complete service that guarantees efficiency and quality at a fixed price.

Our added value

Full service

What could be better than assigning as many services as possible to a single provider? Less to worry about for hotel management, a single reference for any and all needs, ensured coordination and guaranteed quality that only a **full service partner** can offer.

With **Ready Room** service, the hotel is relieved of all of the issues connected to the **selection and management of staff** and of the **monitoring and supply of the most delicate provisions** tied to the quality of service offered in the rooms.

Thanks to Art of Hospitality, not only will the guests sleep well, but so will the hotel managers!

Trained staff

The human element is and remains at the centre of our work. Choosing **fit, capable, fast and precise staff** with an eye for detail is essential but, in today's world, increasingly difficult. This is why one should rely on **hotel recruitment specialists**.

For each client location, we carefully select the best-suited staff. After a first culling of the **CVs** available to us, an **interview** is held with our specialised staff, which the candidate must pass in order to access our obligatory **practical theoretical training courses**. Work activity begins only after passing an **aptitude test**.

Training Department

Our **Training Department organises skills-updating courses** for current collaborators and the presence of supervisors at the hotel itself ensures maximum tranquillity, thanks to **constant performance verification**.

Use of computer technology

Art of Hospitality has the merit of being the first to introduce **computer monitoring** in the hotel industry. Each hotel cleaning professional is equipped with a **hand-held device** used to signal **work progress** in addition to anything in need of repair and client minibar consumption/requests.

In this way, hotel management stays informed **in real time** about the work carried out on the floors.

Ready Room also makes it possible to **quickly alert maintenance staff** when necessary and transform the minibar from an expense to **a profit centre** for the hotel.

Correct use of the regularly-**updated client profile** makes it possible to ensure that on the guest's next visit the room can be prepared specifically to his or her preferences.

Control

Thanks to the use of our computerised system and the faithful observance of precise protocols, we obtain **superior results in terms of control**, as for example:

▶ constant **monitoring** of **Art of Hospitality** staff activity within the facility

▶ **rapid** problem-solving

▶ real time **mapping of performance** and **control** of needs

▶ consumption **check-ups**

▶ **verification** of correct work protocol

▶ **statistics** useful for improving facility performance

Fixed cost

No surprises with **Ready Room**! The **cost** of the service is calculated **per room or per person and there are no minimum occupation restrictions**. This carries **advantages** from many points of view: from the economic perspective, it permits management to schedule their choices in the most correct way, whereas from the organisational perspective the hotel is finally free from the administrative and management issues tied to staff.

Choosing the **Ready Room** service also **releases the hotel from management of the storage areas** for resupplying the minibars and for linens, as well as from the need to monitor stock.

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Elimination of hidden costs

Work on the floors sometimes means **dead-time** for staff which, for the economic management of the hotel, transforms into unnecessary costs.

The **Art of Hospitality Ready Room** service is **competitively priced** and keeps the hotel from suffering cost increases due to the physiological timing of hotel life.

Quality

Today more than ever, quality makes the difference. People are spending more and more time away from home and guests are displaying increased sensitivity to details, which have by now become responsible for the success of a hospitality facility. **Art of Hospitality**, thanks to strict protocols for the management of the **Ready Room package** and the use of its own brand of **ecological cleaners**, the quality of which it controls directly, guarantees **precision, efficiency, punctuality and reliability**. A complete service of superior quality: to make hotel stays a pleasure to return to time and time again and more frequently.

Supply of courtesy items and accessories

A quality hotel, as one knows, cannot exempt itself from offering its guests customised **courtesy items**. **Art of Hospitality** offers a wide range of amenities, **cosmetic products** and accessories, all of high quality and **design**. Moreover, as needed, it can supply **customised promotional materials for any client need**.

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Art of Hospitality is a leader in the industry of full service for hotels, where, with the **Ready Room** package, it uses trained personnel with constantly updated skills to respect the highest quality standards, in addition to a series of services representing high added value.

Art of Hospitality, first in the world, introduced technology into the cleaning industry, through staff use of hand-held devices in order to ensure constant control over work progress.