

## CASE STUDY

Learn how Whiz supports staff at the Pullman Paris Montparnasse to improve guest experience.



The Pullman Paris Montparnasse is Pullman's new flagship, 4\* luxury hotel in the heart of the 14th arrondissement of Paris, France.

The hotel aims to deliver exceptional guest experience, so that every guest staying in its 957 rooms feels unique and special. They wanted to explore how technology could reduce the time spent on tasks taking staff away from guests.

### THE CHALLENGE

The size of the hotel meant vacuuming was time-consuming with 10 - 12 people each day focussed on vacuuming the corridors and 7000 metres squared of event and convention centre space.

They wanted a solution to streamline day to day operations, so that those staff could redirect their focus to more important tasks relating to guest satisfaction.





## THE RESULT - LISA LIMON. EXECUTIVE HOUSEKEEPER, PULLMAN PARIS MONTPARNASSE

“So far we’ve used Whiz for 855 hours, vacuuming 268,000 square metres which is really helping us to improve our cleaning efficiency and is enabling our staff to concentrate on more important tasks.

An idea that started about efficiency and cleaning has ended with a team very happy to use robots and with staff spending more time focussing on the guests.”



Increase employee satisfaction.



Increase cleaning efficiency.



Positioned the hotel as a technology leader.

# Whiz

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“Innovation is a pillar of the hotel and will be key to success in the future of hospitality. We must keep in mind that digitisation is not only for the guests. Our staff are part of a new generation who are looking for a new culture and way of working. We have to provide them with robots and digital tools to improve their experience.”

**Benjamin Lisbonis. Director of Rooms, Pullman Paris Montparnasse.**