

# SERVING THE HOTEL INDUSTRY



PROTECTING GUESTS' COMFORT AND SATISFACTION DAY IN DAY  
OUT TO ALLOW YOU TO DELIVER OPTIMAL AND CONSISTENT QUALITY OF SERVICE



**Hotels, luxury hotels, private apartment complexes, leisure centres, casinos, etc.**

Our people work alongside your teams day to day, ensuring that your technical installations work as seamlessly as you need them to.

We know that excellence and speed of reaction are hallmarks of your industry, so we deliver our services with the attitude and flexibility needed to optimise the guest and visitor numbers at your establishments.



**VINCI Facilities offers tailored solutions to look after your facilities, adjusted to suit your activities:**

- Maintenance and operation
- Maintaining quality of the guest experience
- Safety and security management
- Energy efficiency optimisation
- Asset modernisation and refits

## MAINTENANCE AND OPERATION

- Centralised building management
- Heating, ventilation and air conditioning
- Electricity: HV and LV installations
- Refrigeration units
- Passenger lifts and lifting equipment
- Automatic doors

## MAINTAINING QUALITY OF THE GUEST EXPERIENCE

- Meeting criteria for acoustic behaviour, temperature and air circulation
- Water treatment (pools, spa)
- Washroom plumbing
- Cleaning, caretaking, green spaces
- Residential concierge services

## ASSET MODERNISATION AND REFITS

- Works in occupied sites
- Heavy maintenance, refits, rehabilitation and upgrades
- Multi-year investment plans

## ENERGY EFFICIENCY OPTIMISATION

- Energy use monitoring
- Energy efficiency audits
- Assistance with achieving environmental certifications

## SAFETY AND SECURITY MANAGEMENT

- Video surveillance, intruder alarms
- Fire detection and protection systems
- Car park access control
- Disabled access
- Regulatory inspections and statutory improvement works



## OUR EXPERIENCE ENSURES YOU RECEIVE EXPERT AND RESPONSIVE MAINTENANCE SERVICES DELIVERED AT LEVELS THAT MATCH YOUR GUESTS' EXPECTATIONS

- **Service-led culture:** teams trained to work at prestige establishments, with discretion and an appropriate attitude
- **Availability and responsiveness 24/7:** thanks to fast decision-making and small, locally based teams
- **Additional expertise:** MQHSE (methods, quality, health, safety and security, environment); technical management for events

