



Case History

Mercure Hotel Restaurant Take Two

“Fantastic Improvement and everything that we have been working towards in the upgrade of our kitchen has been made possible because of the way you complimented our work and provided valuable advice and guidance” – Mads Neilson, General Manager.

Rainbow International Swindon the Mercure hotel in Milton Keynes to carry out a deep clean of the kitchen extraction system and the vast network of ducts. It initially took three visits to achieve the base levels of cleanliness acceptable to the Rainbow Standards and HVCA TR/19 (Part 7). A certificate of cleanliness was issued and an ongoing hygiene plan was prepared and implemented.

12 months later, Rainbow visited the hotel again to inspect the effectiveness of the managed plan and to complete the annual deep clean of the kitchen extraction system and ducts. Continuous improvement had been made and a certificate of cleanliness was once again issued. Between visits, the General Manager changed and a stronger desire to improve the facility was incorporated into the plan. Moves were made to improve the working parameters within the kitchen, in particular, to improve ventilation by completing a thorough deep clean of the kitchen including the axial fan.

The kitchen had a significant poor airflow causing cleanliness issues in the form of a wet film developing on the worktops and equipment. There was an issue with the balance of air quality from the incoming to exhaust partly due to the sheer size of the kitchen. Constant and acceptable levels of airflow was achieved after undertaking operations to improve this balance of airflow. Incoming vents were sealed, but once the axial fan had been cleaned correctly, the improvements in air draw was so good it was immediately noticeable.

The duct system benefited from the extraction enabling system within the kitchen working correctly gauging the correct levels of cleaning required and what frequency to undertake them. This enabled Rainbow to work with the Head Chef to balance time and cost and to target specific pieces of equipment at each clean. A working managed plan for the long-term benefit of the hotel and its staff, and consequently, its guests is now in place for the business.

Key Facts

Market

- Leisure

Location

- Milton Keynes

Services Employed

- Deep clean on kitchen & air conditioning filtration

Because of the successful work completed in the kitchen, Rainbow have since advised and developed plans for a number of additional projects to include the cleaning of external brickwork and gutters. Rainbow's two hour emergency response service is invaluable and because of their professionalism in all dealings with the Abbey Hill Hotel, they know Rainbow can be relied upon.

It is Rainbow's intention to work with their customers for the long-term benefit of all concerned by following our principles at all times. Rainbow do not cut corners and they go that extra mile. The Abbey Hill Hotel now benefits from a Professional working "partner" that does exactly what is agreed and more.



We Restore,
You Recover™