



Lifts • Escalators • Cradles

## LIFT MAINTENANCE FOR A NATIONAL HOTEL CHAIN



### Jackson secures national hotel chain contract

For some time, Jackson have been working with several of the UK's best-known hotel brands, including Double Tree by Hilton, Marriott and Crowne Plaza, to deliver routine lift maintenance, emergency call-out and lift modernisation services.

Jackson are very proud to have recently been awarded an additional maintenance contract for all of the lifts that fell outside our original maintenance contract. The award follows on from a competitive tendering process that required several meetings, lift surveys and a detailed submission that included KPIs of our existing work with this group of hotels.

The 34 hotels within the group, which we are now supporting, are located in key UK cities, historic towns and coastal locations that serve both business and private guests. One of the key requirements of the group was to ensure continuity of lift availability for the guests, essential to their visitor experiences. A couple of critical elements to the contract and individual hotel managers were our emergency call-out response times and ability to respond nationally within agreed time frames.

