



High-Profile Four-Star Hotel in London's Docklands

First impressions always count, and even more so today, with social media now being the go-to place to share a customer's view of his or her experience. For those in the hospitality sector, obtaining first-class online reviews is a must, and this requires maintaining high standards across an entire hotel, irrespective of the time of day or night. However, it is not only the service the hotel provides that matters, but also the condition of the finishes, furniture and the lifts, particularly those at the front of house.

Recently, as part of an ongoing relationship Jackson has with one of the UK's leading hotel groups, we completed a project to reline four lift cars in one of their premium London four-star hotels. The lifts were originally installed by KONE and had previously been modernised by Jackson to improve reliability and extend the service life of the lifts. Works included installing new open protocol controllers, door gear and shaft wiring.

As with other modernisation work for this hotel group, Jackson were asked to provide a competitive estimate for the needed relining work. To support this request, one of our local Sales Engineers, visited the hotel. This was to undertake a lift survey to measure the lift cars, establish what was needed to replace the existing car finishes and confirm the colour and material type required. Subsequently, we provided a detailed estimate for the works and were pleased when we received confirmation that our estimate was approved by the hotel.

The hotel is a long-standing Jackson customer, and as such, we are well-known to the hotel's management team and reception staff. We worked closely with them to overcome any potential inconvenience to the hotel's guests during the modernisation process. Jackson engineers, working from our Charlton offices, undertook the work to reline the lift cars, reinstating each of the lifts into service as the lift cars were handed back to the hotel.