

# Repairs in record time and reduced office equipment costs

At the Elite Hotel Group in Bahrain, hotelkit is met with great enthusiasm – the success story ranges from optimised knowledge management to streamlined operational processes in all hotels.



4 All Suites Hotels at prime locations in Bahrain •  
A total of **581** rooms • All employees are working with  
the simple philosophy "**Customer Defines Quality**"



## Challenges

The Elite Hospitality Group consists of four luxury class establishments, designed to meet the needs of discerning guests: a combination of high-end comfort, typical Arabian flair and first-class service. The group of hotels consists of the Elite Crystal Hotel, the Elite Grande Hotel, the Elite Resort & Spa Muharraq, as well as the Elite Seef & Residence Hotel. All hotels are located in Bahrain.

With the integration of hotelkit, the hotel group set both short- and medium-term goals to improve the daily work routine. In the short term, the internal processes were to be optimised, i.e., a more transparent communication and more efficient knowledge management was to be established in the individual hotels. The transfer of up-to-date information to the employees was also to be accelerated. On the other hand, the long-term and medium-term challenges include cooperation among the hotels of the group. Thereby, the communication between the individual hotels, as well as from the head office to the respective hotels needed to be improved. Standards for day-to-day operations were to be issued uniformly by the head office for all operations.

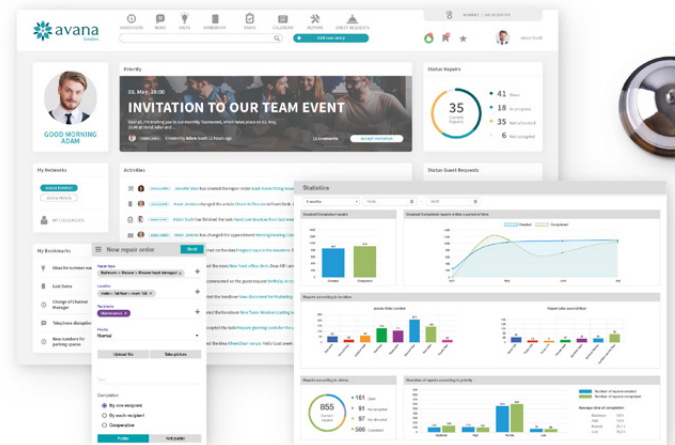
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**I would recommend any hotel to use the software to improve their internal communication!**

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**Anurag Bajaj**  
General Manager  
eCommerce



## Implementation & test phase

The Elite Hospitality Group tested hotelkit with the Elite Resort & Spa Muharraq in November 2016. The start occurred with around 20 users from all departments. During the test phase, the usage constantly increased on a day-to-day basis and the first reaction to the repairs statistics of the persons in charge was "The report is incredible. The product is pure madness!".

Immediately following the test phase, the hotel group became a convinced hotelkit customer. The start for the other three hotels and the integration into the Elite hotelkit connect network were performed in just three days.

## Results

The conclusion of Sarosh Aibara, Chief Operating Officer, is unequivocal: "hotelkit has streamlined our operational processes, improved communication to the guest and it has become much easier to coordinate the various hotels. Additionally, it has helped us to significantly reduce our office equipment costs. A really great and contemporary tool!"

Today, hotelkit is used extensively by the Elite Hospitality Group in all its functions: during the first two months of deployment, 1,200 activities have already been recorded at the Elite Resort & Spa Muharraq. However, the somewhat later integrated hotels already indicate a high level of acceptance for daily work with hotelkit. Together, the four hotels achieve an average of approximately 6,300 activities per month. hotelkit is particularly well used in repair management. The

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**We could significantly reduce the cost of office equipment in a very short time.**

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**Sarosh Aibara**  
Chief Operating Officer

Elite Grande Hotel is the clear leader in this area, as on average, 73% of repairs are completed in just 2 hours. Overall, 34 hand-overs are recorded daily in all 4 hotels, and 24 tasks are processed jointly at the Elite Crystal Hotel alone.

Anurag Bajaj, General Manager – eCommerce, highlights the benefits of hotelkit for day-to-day workflows and is convinced: "The software provides simple communication, responsibilities can be distributed swiftly. hotelkit is used, amongst others, on mobile terminal devices, which means that all operational managers can respond faster, even if they are not in their offices. This represents tremendous advantages for the operational work. "The Elite Hospitality Group’s short-term goal was exceeded. In the future, jointly with the hotelkit team, the focus will now also increasingly be placed on cross-hotel cooperation.

## Facts

The Elite Hospitality Group now operates with hotelkit in all 4 hotels and also deploys the MultiProperty solution "hotelkit connect".

- » All 4 Hotels are using hotelkit very intensively with 12.600 activities (all data are based on the usage of the last two month)
- » More than 4.000 repair jobs have been created and solved
- » 70% of all repair jobs in all hotels are solved within 4 hours, Elite Grand Hotel even manages to solve 73 % of all repair jobs within 2 hours
- » 1.860 shift hand-overs and comments have been written
- » Elite Hotel Crystal is using the tasks tool very extensively by having already solved more than 1.300 tasks in 2 months and having 24 daily recurring tasks in the system
- » The networks are very interactive since the employees left more than 3.900 comments on diverse postings

## About Elite Hospitality Group



Elite Hospitality Group redefines luxury, joining contemporary design with Arabian flair. The 4 all-suites hotels offer a rare combination of all suites accommodations at prime locations in Bahrain. Featuring stunning city views, luxurious facilities, and efficient and personalised service. The hotels create unparalleled experiences for both the business and leisure traveller.

## About hotelkit

hotelkit digitalises internal communication and processes within hotels. The software was developed by Marius Donhauser for his family business (Der Salzburger Hof | Salzburg) in 2012 and is now being used by hotels of all categories, sizes and types.

Hotel employees benefit from a transparent, internal communication tool and the centralized documentation of hotel knowledge. This ensures that daily shift handovers, tasks, checklists, repair jobs as well as guest requests are dealt with efficiently and in a structured manner.



**hotelkit GmbH**  
www.hotelkit.net  
info@hotelkit.net  
+43 662 238 080

