WALDORF ASTORIA PARK CITY
Director of Rooms

Hotel Hit By Major Flood — Triad Responds and Solves It Within 24 Hours

Situation / Problem

"My responsibility is to make sure the property looks good, and the guests have a good experience." Triad was brought in to replace previous cleaning service. Just one month later, the hotel was damaged by a massive flood.

Why Was Triad Called In?

The previous cleaning service was not getting the job done because they "had trouble finding people." Shortly after the changeover to Triad, the hotel was hit by a major flood – big sections of wood flooring had to be re-waxed.

Triad's Approach

Triad responded to the flood damage immediately getting the re-waxing done within 24 hours. "They said, 'We'll either fix, repair, or replace everything.'"

Outcomes

"Everything improved OVERNIGHT." Triad was able to take care of the flood damage with ease. "The staff gets there and gets the job done" and "they never say, 'No.'"

Follow-up

Because of their quality of work and can-do attitude, Triad has solidified themselves as the go-to cleaning service:

"I have already recommended them for our other hotels. We are building two new hotels in the areas. They will get the job. Whatever the next hotel is that they transfer me too, I will bring them in."