UPSCALE HOTEL CHAIN
Operations Expert

Construction Delays. Triad's Answer: "Grand Opening On Time"

Situation / Problem

As Opening Day for this hotel was rapidly approaching, construction was not on time. With reservations already booked, postponement of opening was not an option.

Why Was Triad Called In?

With multiple types of flooring throughout the facility – each requiring "a lot of experience and expertise" – Triad was brought in to ensure the facility was in exceptional condition for Opening Day. "We kept delaying. So, Triad had to keep revising the plan."

Triad's Approach

Triad put together a dedicated team to plan, revise, and plan again – daily – as deadlines shifted and construction realities changed. Triad maintained an "on call" team to step in as construction progressed.

Outcomes

Triad's team "got everything finished on the day of opening. They executed a Complete Blitz. Their response was phenomenal."

Follow-up

"Their communications and follow-up are the best I have ever seen. They never say, 'No.' They never push back. They'll work out a solution, they'll test it, and they'll do it." Triad takes "a very systematic approach: They send status updates with photos every day."

"I have promoted them to other facilities in our chain." Because of their personalized attention and availability, "It's my intent to bring them in on new hotels."