# **Hotel Clermont Case Study**



#### **BACKGROUND**

Hotel Clermont is an iconic full service, 94-room boutique hotel in Atlanta.

Hotel Clermont is popular for its bespoke and all-inclusive guest experience. Laundry and drycleaning were one of the few services that Hotel Clermont offered before the pandemic and outsourced the operations.

However, the long and inconsistent turnaround times of traditional dry-cleaning was always a frustration, in addition to sometimes forcing the hotel staff to drive to the dry-cleaners to pick up the guests' clothes. Furthermore, the hotel staff had to spend time keeping track of paper receipts being passed around between housekeeping and the front desk, manually increasing room charges, and manually accounting for all receipts at the end of the month.



## The hotel lost money on every garment cleaned.

Post pandemic, the dry-cleaning turnaround times went from next day to multiple days and most cleaners stopped offering pick-up and drop-off services. Hotel Clermont was forced to stop offering this service to the guests and would go to the extent of allowing guests to find their own solution and put the charge on the hotel to refund.







### PRESSO PARTNERSHIP

Hotel Clermont partnered with Presso to streamline their entire dry-cleaning ordering and cleaning process.

The old-school paper receipts were replaced with QR codes that linked to Presso's online ordering platform. Instead of manually charging guests, billing now happens directly through the platform and funds go straight to hotel's bank account.

Hotel dry-cleaning service has become modern and familiar experience for the guests and a wow factor for the hotel.



### **ULTRAFAST TURNAROUND TIME**

Hotel Clermont installed the Presso robot in their laundry room to start processing guest dry-cleaning on-site.

When a guest submits an order, the staff receives an email notification. A housekeeping personnel collects the garment and puts it in the Presso which only takes 3 to 5 minutes to dry-clean.

Guests at Hotel Clermont now get their clothes readyto-wear in a matter of minutes which has boosted usage and enabled the hotel to actually make profits from the service

A guest needed a suit jacket cleaned before an important meeting and asked the staff if there was anyway they could clean it. The staff used the Presso and returned the jacket in a matter of minutes.

This has never been possible before!



# About Presso

We are an Atlanta-based, silicon-valley-backed robotics startup that is bringing all new technology to the clothing care industry.

### **OUR MISSION**

Our mission is to invent a future where clothing care does not feel like a chore.

We are driven by impacting as many people around the world as possible by reinventing the things everyone takes for granted.

# Still have questions?

Learn how Presso can do the same at your hotel.

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