

# 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 dry-cleaning 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 has helped our team work more efficiently and keep guests satisfied with fast turnaround times for laundry services.

Grace Renshaw  
General Manager of Hotel Clermont

# 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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