Grantley Hall's laundry partnership


Jakub Joubert and Paul Wood

An efficient in-house laundry operation plays an important role in delivering the luxury experience guests expect. JTM Service looks at how the right equipment, engineering expertise and ongoing support are helping the housekeeping team meet growing demand.



At Grantley Hall attention to detail extends far beyond the areas guests see. Behind the scenes, an efficient and reliable in-house laundry operation plays an important role in maintaining the standards expected throughout the hotel.

"Laundry sits at the heart of the guest experience, even though it operates behind the scenes," explains Jakub Joubert, director of housekeeping. "Every item needs to meet the same standard, every time."

As occupancy has grown, Grantley Hall needed to increase its laundry capacity. Working closely with the hotel, Miele Professional and JTM Service spent time understanding the existing operation, the demands placed upon the housekeeping team and where additional capacity would have the greatest impact.

Two old washing machines were replaced with two Miele Professional PWM 935 Benchmark washing machines with 320-litre drums. JTM Service supplied, installed and commissioned the new equipment, as well as supplying and commissioning Miele MOVE Connect to provide greater visibility of machine usage and performance.

But for Grantley Hall, choosing the right machines was only part of the decision.



More Than the Machine

For a hotel that processes its laundry entirely in-house, reliability is critical. A machine breakdown doesn't simply create an engineering problem, it reduces capacity for the housekeeping team and can ultimately affect the service delivered to guests.

"Grantley Hall is providing a luxurious experience for its guests, and our role is to support that," says Paul Wood, managing director of JTM Service. "If a machine goes down, capacity is reduced, which impacts on the team's ability to deliver the service they need. Having robust, well-serviced and reliable equipment is essential."

Careful planning was therefore an important part of the installation. JTM Service worked with Grantley Hall and Miele Professional from the initial planning stages through to delivery, installation and commissioning, with the aim of keeping disruption to the live laundry operation to a minimum.

Gemma Christie from Miele Professional described the installation as a 'seamless operation', highlighting the work of JTM Service's engineering and installation team in removing the old machines and positioning and installing the replacements while minimising downtime. Following commissioning, JTM Service provided face-to-face operator training and created bespoke training videos for Grantley Hall's housekeeping team, giving staff practical resources to refer back to during day-to-day operation.

The project, however, was to prove the beginning of a much wider relationship.

Putting Service to the Test

Following the installation, Grantley Hall asked JTM Service for assistance with a longstanding fault affecting its large commercial ironer. Despite previous repair attempts, the problem had remained unresolved, and the hotel had been advised that the machine should be replaced.

Joubert asked JTM Service for a second opinion. Two experienced engineers attended, identified the cause of the existing fault and successfully returned the ironer to operation during their first visit. The experience demonstrated something that had been important to Grantley Hall from the outset, selecting the right equipment needs to be matched by having the right technical support behind it.

For any commercial laundry operation, the specification of new equipment naturally involves factors such as capacity, efficiency, performance and running costs. But the support available throughout the life of that equipment can be just as important. When laundry is critical to the wider operation, the ability to access experienced engineers who understand different manufacturers and appreciate the impact of downtime can make a significant difference.

As Joubert explains: "Choosing the right equipment is one thing, it's as important to partner with a service provider who will understand and appreciate the importance of the laundry and its impact on the whole hotel operation. I believe JTM Service ticks all the boxes."

That confidence has now led to the relationship developing beyond the two new Miele machines. Grantley Hall has appointed JTM Service to provide planned servicing and ongoing maintenance support across its complete commercial laundry estate under a SmartCare Plus service plan.

For JTM Service, it demonstrates the value of approaching commercial laundry as a long-term partnership rather than simply an equipment sale. As Paul Wood said at the end of the installation day: "It doesn't end there. It's only the start of our longstanding, ongoing relationship with Grantley Hall."

New equipment was supplied, installed and commissioned during the project