

CASE STUDY

Radisson Blu Edwardian



Radisson Blu Edwardian Hotels are known throughout London and Manchester for outstanding levels of service and comfort. Their trademark 'yes I can' attitude permeates their organisation and ensures their staff are 'always positive, always smiling and always professional'.

We believe that Radisson Blu's approach to business is very similar to our own, and that is what makes us proud to work with them on their prestigious London hotels.

SERVICES PROVIDED



THE BENEFITS OF WORKING WITH CHURCHES FIRE & SECURITY

Through our dedicated account handler and services team, we deliver the following to the Radisson Blue Edwardian Hotels:

- ✓ High quality services to British Standards
- ✓ Effective, efficient and flexible customer service
- ✓ Swift response, especially in emergencies
- ✓ A customer-focused approach, driving us to go above and beyond the call of duty
- ✓ Maximum assurance of compliance



57,000+

Here at Churches we look after the fire safety and security of over 57,000 sites every year across the UK

274

Churches boast a team of highly-skilled technicians spread across the UK to best support our customers nationally.

OUR APPROACH AND SOLUTION

Churches Fire & Security have worked with Radisson Blu Edwardian Hotels since 2014, providing exceptional fire equipment maintenance services for their London hotels. We understand their 'can do' approach and desire for outstanding levels of service. Our online systems give them complete transparency of compliance at any time and our dedicated account handler provides swift responses. The following example illustrates our exceptional service and dedication to our work:

In December 2017, the kitchen at the Radisson Blu Edwardian, Heathrow suffered a fire. No one was hurt but multiple pieces of fire-fighting equipment had to be used. By 6am the next morning, our technician was on site assessing the equipment and repairs necessary. He called another technician to collect the required fire blankets and extinguishers from the store.

Unfortunately, the other technician's van had been vandalised during the night but this did not prevent him from picking up and delivering the necessary equipment. By 8am the relevant equipment had been installed in the hotel kitchen and they were legally compliant, ready to operate. The hotel maintenance manager gave the following review of our technician: "Brilliant as always. Thank you. He knows the property and how to do his work - I trust him fully."

Churches Fire & Security's comprehensive suite of maintenance services to the Radisson Blu Edwardian Hotels includes fire alarms, panic alarms, voice activated refuge alarms for disabled people, sprinkler systems, dry risers, extinguishers and emergency lighting. Above all, we recognise the crucial part that these systems and our services play in keeping the hotel running.

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[Churches Fire & Security are] A very dependable company with high standards which we approve of as a quality star company. All of their staff, be it telephone support or engineers attending site are very helpful and knowledgeable of their duties. They will always provide a consistently good service. ”

James Flanagan, Maintenance Manager