

LANGHAM HOTEL, VIC



ISIS met critical deadlines to ensure the new fitout was ready for the hectic festive season.



Langham Hotel Melbourne upgrades 75 rooms with minimum disruption to hotel patrons.



THE LANGHAM HOTEL PROJECT DELIVERABLES

Business Continuity	Time Critical	Defect Management Critical
✓	✓	✓

Client
Southgate
Hotel
Management

Floor Area
75 rooms and 4
terraces

Delivery Model
Fixed Lump
Sum

Location
Southbank, VIC

Completed
December 2010

Duration
4 months

Overview

Keeping ahead of luxury style trends and offering a refreshed appearance to returning guests is important to a hotel of this calibre, which is why the Langham's operators - Southgate Hotel Management, embarked on an upgrade of 75 rooms and 4 terraces throughout the building.

Minimal disruption

The decision to upgrade 75 rooms had a large potential impact on the business' bottom line, with any unusable rooms meaning a loss of revenue. Importantly, noisy works within or around a hotel can significantly impact the patron's experience and overall perceptions of the hotel. Threats to hotel revenue and reputation were at the forefront of management concerns when undertaking the project.

Southgate Hotel Management partnered with ISIS based on expertise in the smooth management of hotel upgrades. The ISIS team were sensitive to the business issues facing the hotel operators and presented a project plan that would offer a path of minimal disruption. ISIS worked closely with the management, to identify appropriate times when noisy works could occur with least impact. Clear and open communication helped manage the process with staff and patrons.

Meeting critical deadlines

A key focus for management was to complete the upgrade for the Melbourne Spring Racing Carnival. This deadline was met through careful planning and extended shifts.

