

CASE STUDY

CLIENT

Major Hotel Chain

Industry: Hospitality

Scope: Monthly Beverage Inventory
Counts Across Two Hotels

The customer needed a reliable partner to carry out ongoing stock counts and provide inventory reports, reducing purchasing volume while maintaining transparency over stock levels.

CONCLUSION

The successful implementation of cycled beverage inventory services at both hotels has not only improved stock transparency for the hotel but ensured customer satisfaction for the hotel customers. The customer is pleased with the solution and may expand the service to other hotels within their portfolio.

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HOW WE CAN HELP YOU



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CHALLENGE

Two major hotels in Germany, one due to re-open, required regular beverage stocktaking services. With beverage storage spread across different locations within the hotels, achieving an accurate and transparent overview of stock levels had become challenging. The customer needed a reliable partner to carry out ongoing stock counts and provide inventory reports, reducing purchasing volume while maintaining transparency over stock levels.

The task required integrating with the hotel's newly installed purchasing software and using the hotel's handheld scanners for inventory management.

WHY RGIS?

RGIS was chosen due to its expertise in providing accurate and reliable inventory services. A personal meeting with the hotel Manager and Director of Finance convinced them that RGIS could optimally fulfil the ongoing inventory requirements. The initial inventory would be followed by a cycled inventory solution across both hotels, ensuring precise stock control of beverage items.

OUR SOLUTION

RGIS offered a full-service stocktaking solution, including:

- **Initial Inventory and Cycled Count:** RGIS started with an initial beverage inventory for the reopening of the one of the hotels, followed by monthly inventories across both the hotels.
- **Software Integration:** The RGIS team worked with the customer's software and handheld scanners to record the stock levels, ensuring seamless integration with the hotel's purchasing system.
- **On-Site Familiarization:** One day before the initial inventory, the RGIS team, composed of a Project Manager and a District Manager, received training on the customer's software and conducted a thorough inspection of the hotel's beverage storage locations to ensure full understanding of the inventory requirements.

RESULTS

- **Improved Stock Transparency:** The cycled inventory solution provided the hotels with a transparent overview of their beverage stock, helping reduce purchasing volumes and improve operational efficiency.
- **Customer Satisfaction:** The customer was highly satisfied with the results and praised RGIS for quickly adapting to the necessity of ongoing stock control. Cooperation between the RGIS team and hotel staff was described as extremely positive, contributing to the success of the project.
- **Continued Relationship:** Due to the success of the inventory solution, the hotel chain is likely to recommend and use RGIS for future projects.