

24-7 Priority Case Study

The Loch Ness Clansman Hotel, Scotland

The Loch Ness Clansman Hotel is the only hotel situated on the shores of Loch Ness. Due to its relatively remote location, it is imperative that The Clansman maintains good relationships with its suppliers, especially considering the nature of its seasonal trade. It is important that no matter how busy the hotel is, the high standards are maintained throughout the building, including the washrooms.

PHS Washrooms has been able to step in with their 24-7 Priority initiative. With this, The Clansman can be assured that should they experience any unexpected increase in visitor numbers, help is just a phone call away, 24 hours a day, 7 days a week. Whether they require an additional sanitary bin or extra consumables for their washroom vending machines, once the problem is reported to PHS, a technician will be on site by the next working day.



PHS supplies and services The Clansman with products from its premium 'platinum' range including sanitary bins, hand dryers and vending machines. All this has helped The Clansman to win their category in the highly coveted "Loo of the Year Awards 2006".

Common problems

- ✘ Visitor numbers can increase unexpectedly during peak season, prompting greater demand for washroom vending machine products and higher usage of soap dispensers and sanitary bins.

PHS Solution

- ✔ One call to the PHS 24-7 Priority helpline connected to a nationwide network of depots, allows PHS to carry out emergency re-stocking of vending machines and soap dispensers as well as provide extra sanitary bins.



"We know that people will judge us on certain important parts of the facilities we offer and we pride ourselves on the total experience they have here and know that the washrooms are an important part of this."

"The Loo of the Year Award is testament to the hard work we've put into developing the hotel and also to the services offered by the suppliers with whom we work, including PHS. We're delighted that they are able to offer us the back up we need, especially given that we are in such a seemingly remote location. Their ability to deliver on a genuinely national basis is incredibly important to us."

Rory Cameron,
Owner of The Loch Ness Clansman Hotel

