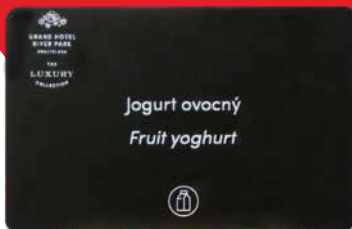


SUCCESS STORY



**GRAND HOTEL
RIVER PARK
BRATISLAVA**

**THE
LUXURY
COLLECTION**

- **THE CHALLENGE**
Implement an event buffet presentation that meets Marriott Group standards
- **COUNTRY**
Slovakia
- **SECTOR**
Hospitality
- **APPLICATION**
Buffet tags
- **EDIKIO SOLUTION**
Edikio Guest Flex

THE GRAND HOTEL RIVERPARK IN BRATISLAVA CHOOSES EDIKIO GUEST TO RISE TO THE STANDARDS OF THE MARRIOTT GROUP.

The Grand Hotel River Park in Bratislava is part of “The Luxury Collection”, a brand of hotels from the Marriott group which is intended to become to most prestigious in the world. This 5-star hotel - boasting 231 rooms and around 1,000 products across all of its buffets - has chosen the Edikio Guest solution to meet the highest standards.

The Marriott group regularly rolls out new improvement programs across its hotels. One of these is geared around buffets. Specifically, those that are served during events such as dinners and conferences. As a result, in order to follow the group’s guidelines as closely as possible, the Grand Hotel River Park in Bratislava decided to transform its buffet display methods. In the past, this establishment used stands such as blackboards, with the product or dish names handwritten on them. There were two main disadvantages to this labeling method: It no longer met the standards required by the Marriott group, and much of the hotel staff’s time was wasted re-writing names on labels whose names had been rubbed off. Out of 1,000 products displayed, approximately 200 labels were rewritten every week.

This desire for change led Mr. Dandar, the hotel’s assistant manager in charge of catering and drinks, to look into Edikio Guest’s all-in-one solutions. These solutions are tailored to the needs of luxury hospitality professionals, allowing clients to quickly and easily print high-quality personalized buffet labels using a card printer and design software.

ENHANCE YOUR EVENTS BUFFETS WITH A STANDARDISED, PROFESSIONAL DISPLAY

Mr. Dandar’s priority was to change the coffee breaks and snacks buffet labels that are available during events organized within the hotel. As a result, he used an Edikio Guest Flex printer to create display labels which displayed the product name in Slovak and English in the Marriott Group’s font, the list of allergens in icon format and the hotel logo. The establishment also used green cards to identify vegetarian products.



“ Thanks to Edikio Guest, we can offer high quality buffets that meet the standards expected from the most prestigious hotels in the Marriott group. ”

Peter Dandar,
Deputy Manager of Food and Beverage





The ease of use of the Edikio Guest software which was included in the solution package, along with the speed with which the new labels were set up on plastic card stands, convinced the assistant manager to extend this new display to all events buffets as well as the breakfast service. Several very busy months have resulted in 1,000 labels that provide information to the hotel's guests about the products on offer. Every month alone, the establishment prints around 200 new cards to keep up to date with the latest seasonal buffet products.

Thanks to the Edikio Guest solution, the Grand Hotel River Park's buffet displays now meet the Marriott group's standards. The labels are stylish and provide a professional touch to the 5-star hotel's image and to its high-end events services.

TESTIMONIAL

PETER DANDAR, Deputy Manager of Food and Beverage at the Grand Hotel River Park in Bratislava

HAVE YOU HAD ANY FEEDBACK FROM GUESTS FOLLOWING THE INTRODUCTION OF THE NEW LABELING?

Our hotel's regular guests noticed the new buffet labeling straight away. They appreciated having access to more product information (such as translations and allergy advice) thanks to the new display labels. We were not able to be as precise or clear with our previous method.

WOULD YOU RECOMMEND EDIKIO GUEST SOLUTIONS TO OTHER MARRIOTT GROUP HOTELS?

Absolutely. I would recommend Edikio Guest solutions to other hotels in the group, as they provide a high-quality, stylish finish which meets the standards required by Marriott. We are now able to offer standardized buffets thanks to a simple solution which provides us with invaluable flexibility during our events, especially when we need to label almost 1,000 products across all of our buffets.

ABOUT EDIKIO GUEST

Edikio Guest provides two all-in-one solutions:

- Edikio Guest Access
- Edikio Guest Flex

All of our solutions have everything that hospitality and catering professionals need to quickly create and print their display labels: Card design software, a card printer, blank black plastic cards and a white printing ribbon. Durable, washable cards that can display all the personalized information required by our clients, including names, ingredients or even allergy advice, in one or several languages.

Edikio also offers a complete range of accessories, with stands of various sizes which can be adapted to several layouts and which create a stylish buffet label display.