What’s their #1 complaint?
than 15 years of experience in the hospitality industry. Kathryn
helped us collect the top ten guest complaint areas in the hospitality industry.

1. **Cleanliness**: This applies across the property, to the rooms, the restaurants, the grounds, and more. Clientele expect impeccably cleaned and maintained areas no matter where they are on the property.

2. **Timeliness**: This is another area that needs to be as efficient as possible. Check in for the room, time waiting in the spa, or the ability to receive a beverage within moments after being seated in the restaurant all need to happen in an instant. Finding ways to increase efficiencies by way of training and review of current processes is an integral part of success to your property.

3. **Food Quality**: Guests love to try new cuisine when traveling and they expect creative, fresh, and tasty options when they choose to dine on property instead of venturing out into the town. Providing them with innovative cuisine and cocktails is one thing, but delivering on the highest quality of ingredients with a focus on local products is a great way to capture the attention of your guests and even the locals in the area.

4. **Bed Type and Comfort**: Although a comfy bed was probably always important to guests, in the past 10 years there has been a surge of guests on a “comfort quest.” Hotels are continually striving to give their guests a more restful sleep than they get at home. And now with the ability for guests to purchase the same style beds for their homes, there is even more reason to want to leave a lasting, dreamy impression.
How to Better Accommodate Travelers with Multiple Chemical Sensitivity

By Glenn Hasek - July 30, 2014

NATIONAL REPORT—Prior to one of her recent trips, Judy Smith called the motel where she was going to be staying and requested that no chemicals, air fresheners or room deodorizers be used in her room. Unfortunately, housekeeping only got the message about not using cleaning chemicals and not the part about not using air fresheners or room deodorizers. Upon entering her $110 room, Judy said a flowery fragrance of artificially scented products hit her immediately and her throat began to close. “I became hoarse and had to leave the room. Sit outside for an hour or longer while my own room air purifier worked,” Smith said, adding that the bathroom was truly the only safe place for her in her guestroom.

Like millions of other travelers, Smith suffers from multiple chemical sensitivity (MCS). MCS involves an unusually severe sensitivity or allergy-like reaction to many different kinds of pollutants including solvents, VOCs (volatile organic compounds), perfumes, pesticides, petrol, diesel, smoke, petrochemicals in general and often encompasses problems with regard to mold, pollen, dust mites, and pet fur and dander.

"MCS affects about 12 percent of the U.S. population but more than 30 percent of the population is fragrance-sensitive," says Dr. Anne Steinemann at the University of California, San Diego, and starting this fall, Professor of Civil Engineering, and Chair of Sustainable Cities, at The University of
Hospitality
The “Dirty-less Secret”
Innovative Technology

ORBIO TECHNOLOGIES
From Tennant Company

READY SPACE
More than clean, it's ReadySpace.

Fa.ST
Foam Scrubbing Technology

InstaCure+

eC H2O
An ORBIO® technology

IRIS™
a Tennant Technology

TENNANT TECHNOLOGIES
From Tennant Company

ORBIO TECHNOLOGIES
From Tennant Company
Cleaning with Chemistry
NOT
with packaged Chemicals

Presented by:
Why Orbio? Why now?
Simplify Operations

Packaged Cleaners

- No More
- Simplify Operations

- Waste
- Shelf Life
- Clutter
- $50/Incomes
- Expired
Make cleaning decisions

- Replace many conventional daily-use packaged chemicals.
- MultiSurface *cleaner* & MultiMicro one-step hospital grade disinfectant
Better the Guests Experience

- Non-irritating to skin
- Non-irritating to eyes
- Practically non-irritating to eyes

* Eurofins 3rd-Party Skin + Eye Irritation Reports
Decrease Staff Mis-use

✓ No “mad scientist” syndrome
✓ Hot water affects dilution

6% of Cleaners will be injured by concentrated chemicals/chemical burns.*

* Western Sustainability and Pollution Prevention Network
Clean Most Everything

✓ Disinfect
✓ Clean
Lower Cost to Clean

Up to a 96% Cost Reduction*

Compared to Conventional Packaged Chemicals

*Source: Orbio On-Site Generation Insights – Cost per RTU Gallon Comparison – Orbio os3 Solutions vs. Packaged Chemicals. Includes all consumables and wear parts over a five-year period.
The Orbio® reduces the burden associated with packaging, shipping, and disposing of conventional cleaning chemicals.

EcoForm Third Party analysis on Sustainability Environmental Impact

Reduction of environmental impact using the Orbio® 5000-Sc vs. conventional packaged cleaning chemicals*

- 98%↓ SMOG
- 97%↓ OZONE DEPLETION
- 91%↓ EUTROPHICATION
- 73%↓ CO₂ EMISSIONS
- 72%↓ PARTICULATE
- 54%↓ ACIDIFICATION
- 43%↓ ECOTOXICITY

*Scenario = convention center
Orbio Solutions
**General Purpose Cleaner**

- **Multi-surface Cleaner**
  - Active ingredient: 0.05% Sodium Hydroxide
  - Colorless
  - Odorless
  - No VOCs
  - Non-Irritating to Skin + Eyes

**Multi-micro™ 200**

- Active Ingredient: <0.02% Hypochlorous Acid
- Food Contact Surface Sanitizer
- Non-Food Contact Surface Sanitizer
- Colorless
- Slight “pool smell”
- Non-Irritating to Skin
- pH Neutral
Satellite Transport System
Satellites
Transport Station
3rd Party Validation

- Green Seal Certified
- NSF
- Professional Testing Laboratory Inc.
- NFSI High-Traction
- WoolSafe Approved
- CFIA
- Ecoform Clean Product Innovations
- TURI Toxics Use Reduction Institute
- The Carpet and Rug Institute
- UMass Lowell
Orbio Difference
Carpeted Flooring

Orbio
Only Platinum Certified cleaner for Carpet!
Carpet Extraction

Before

After
Carpet Spotting

Before

Removed stains

After
Shining Examples
Cleans, Deodorizes & Disinfests

Lobbies
Bars & Eateries
Shops
Guest Rooms

Public Restrooms
Elevators/Escalators
Fitness Centers
Meeting Rooms & Ballrooms
Stainless Steel

Before

Shinier

After
Grout

Before

After

Cleaner Grout Lines
ATP (Organic Soil Load) Testing

- Area: Stairway handrail
- Surface: SS
- Test Tool: ATP Meter
- Cleaning Solution: Orbio MultiSurface Cleaner and Micro Fiber
- Results:
  - BEFORE CLEANING: 616
  - AFTER CLEANING: 4

OBSERVATION: 99% reduction in soil level after cleaning with Orbio MSC.
Did you know:

- Indoor air pollution is 100x greater than outdoor air
- Air fresheners are poisonous (candles are no better)
- Asthma affects 1 out of 12 of us

YouTube... type ‘os3 training’
Summary

Sustainability

Hard Cost Savings

- ROI
- Payback

Soft Cost Savings

- PO’s
- Training
- Stocking
- Inventory
- Accidents...
Orbio Solutions

Thank you!