

Arcus FM secures Travelodge contract

3 years ago



Award winning facilities management company [Arcus FM](#) has secured a contract with Travelodge – the UK’s largest independent hotel brand – to deliver Helpdesk, Planning and Reporting services to the business.

This initial two-year contract has been awarded based on the strength of the relationship between the two businesses, and the strength Arcus’ Customer Experience proposition.

Alongside providing reporting and management information insights, Arcus will be managing inbound calls from hotels, contractors and Travelodge’s self-delivery teams and provide planning and scheduling services for work orders and planned maintenance. Critically, Arcus teams will also be providing management of major incidents and ‘Off Line Rooms’ for the business, ensuring they keep their operational uptime and availability to maximum levels.

Mark Boston (pictured right), Managing Director – Account Management at Arcus FM, lead the team that worked with Travelodge to design the service said, “We have a great relationship with the team at Travelodge and are thrilled that we will work with them on delivery of this contract. We believe that our Helpdesk and support teams are the best in the industry and we look forward to showing them just how good they are over the next two years.”

Clare Alcock, Head of Maintenance Support for Travelodge, said, “Arcus is a business that we know, and we’ve been really impressed with their approach to work order management and the insights they can provide their customers as we’ve moved through this process. We’re looking forward to the relationship developing and leveraging their support to build a Better Travelodge.” For more information visit arcusfm.com.