



Marriott Hotel Crystal Gateway



Customer Profile:

Located in Arlington, Virg., the Marriott® Hotel Crystal Gateway serves guests out of two restaurants and provides room service to nearly 700 rooms. Bin1700 and Restaurant Mez are known for their authentic Mediterranean menu, while the Atrium Lounge and bar area offer the perfect atmosphere to relax.

However, the Marriott's extensive catering service is the true backbone of the operation. The catering group prepares 300,000 meals annually, including association lunches dinners, and wedding receptions. The hotel has four divisible kitchens and generates \$16 million to \$17 million in foodservice revenue annually.

Challenge:

The catering group depends on reliable foodservice equipment to maintain their high service levels. Refrigerators and freezers—which can be opened several hundred times in a single shift—must hold accurate temperatures in order to keep ingredients fresh. Originally, the hotel's food-service kitchens housed a hodgepodge of refrigeration equipment, some of which were unreliable and often out of service. Some equipment had to be replaced after only four years.



“We demand quality in our foodservice equipment, just as our customers demand quality from our foodservice operation. We turned to Traulsen because we knew we could count on them. They haven’t disappointed.”

> Brian Findley, food and beverage director,
Marriott Hotel Crystal Gateway

The Marriott wanted to upgrade its refrigeration systems to include units that would ensure food quality and safety despite the harsh conditions and aggressive foodservice demands. The Marriott insisted on units that had:

- Quick temperature recovery
- Quality doors, hinges and door seal
- Strong shelves to support product
- Reliable and sturdy interior construction
- Long-term reliability

Solution:

Objective:

- Replace existing refrigerators with Traulsen reach-in refrigerators that offer durability, reliability and food safety.

Traulsen Products Involved:

- Traulsen Reach-in Refrigerators – Traulsen R & A Series reach-in refrigerators are solidly built with durable exteriors, reliable INTELA-TRAUL® microprocessor controls, efficient refrigeration systems and a variety of user-friendly features. The R & A Series addresses important issues such as food safety and energy efficiency.

Actions Taken:

- Brian Findley, food and beverage director for the Marriott Hotel Crystal Gateway, installed four Traulsen double-door reach-in refrigerators to replace existing equipment. The ENERGY STAR® qualified models selected include two one-section full-length door models (RHT132WUT) and two-section full-length door models (RHT232WUT). Findley installed the equipment in the main kitchen to support general foodservice operations as well as to support the catering group in the banquet kitchen.



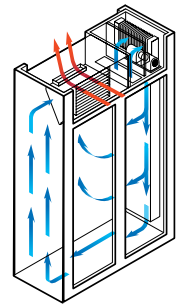


“Every time you purchase a piece of foodservice equipment, you’re putting your name and reputation on the line.”

> Brian Findley

Results:

- Simplified temperature monitoring:** Traulsen’s R & A Series is distinguished by an exclusive INTELA-TRAUL microprocessor for precise temperature control, allowing Marriott foodservice staff to maintain exact temperatures inside the refrigerator and freezer, no matter how hot the kitchen gets. HACCP temperature monitoring is easier than ever with the three-digit LED display, which monitors door-open, condenser performance and power loss. Marriott staff members take readings twice daily, during the morning and afternoon shifts. Log sheet after log sheet reveals consistent temperatures. A review by the local health department confirmed that the Traulsen reach-in refrigerators are maintaining temperature, with a recent reading of 38 degrees Fahrenheit halfway through a busy shift.
- Ensured freshness:** Traulsen’s exclusive TempAssure airflow system evenly distributes cool air throughout the entire unit, keeping food fresh and safe longer. Rear-biased return air ducts located in the top of each unit, reduce heat filtration and put less strain on the airflow system to maximize equipment life as well as product shelf life. Warm pockets are eliminated from the refrigerators, and consistent interior temperatures can recover quickly after a door has been opened.
- Lower energy costs:** Traulsen reach-in refrigerators are more energy efficient than non-ENERGY STAR models, saving up to \$170 annually per refrigerator. ENERGY STAR estimates that ENERGY STAR rated qualified commercial solid-door refrigerators and freezers can save up to 35% in energy with a 15-month payback.
- Reduced maintenance costs:** Door hinges and handles, which take the most abuse from the constant opening and closing of the refrigerator, are covered by a lifetime warranty. This significantly reduces repair costs. Heavy-duty construction that includes a stainless steel exterior and interior also means longer equipment life.



Because customers put their trust in you. Traulsen, an ENERGY STAR Partner of the Year, has been providing premium refrigeration to the worldwide food equipment market since 1938. Traulsen's broad refrigeration product offering includes reach-ins, roll-ins, undercounters, blast chillers and prep tables. To learn more about Traulsen, visit www.traulsen.com.



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