CASE STUDY

Whiz | Hilton Garden Inn®



SoftBank Robotics

OVERVIEW

Time to focus on the details.

"The team couldn't be happier with Whiz. The results have far exceeded our expectations. It really allows us more time to take care of the small details..."

DAVID MCLOUGHLIN,
General Manager, Hilton Garden Inn Gilroy

The Hilton Garden Inn in Gilroy, garlic capital of the world, hosts many business and vacationing travelers on their way to Silicon Valley and Monterey. The hotel takes great pride in providing guests with a satisfaction-guaranteed experience—so, naturally, cleanliness is a top priority.

To keep pace with the other Hilton Garden Inns, the hotel wanted to improve their cleanliness score, despite some dynamic changes in the staffing crew. To do this, Hilton Garden Inn Gilroy partnered with SoftBank Robotics America (SBRA), a global leader in service automation. Together, they launched a pilot program to implement Whiz, an autonomous vacuum sweeper, to help their cleaning team focus on skilled detail work by off-loading the mundane task of vacuuming hallways and other open spaces.



THE CHALLENGE

Every minute matters.

Hilton staff had been spending over 10 hours each week vacuuming. Faced with the challenge of the staffing shortages in Gilroy, the cleaning team was often stretched too thin—and maintenance staff would be called in to help with cleaning the common areas.

Overall, it was causing a drag on productivity and morale. On top of that, housekeepers have a specific number of minutes to spend cleaning each room. But they're also responsible for cleaning hallways, a task that doesn't require detailed work, and it was eating into their room-cleaning time.

10 hours/week spent vacuuming

before Whiz

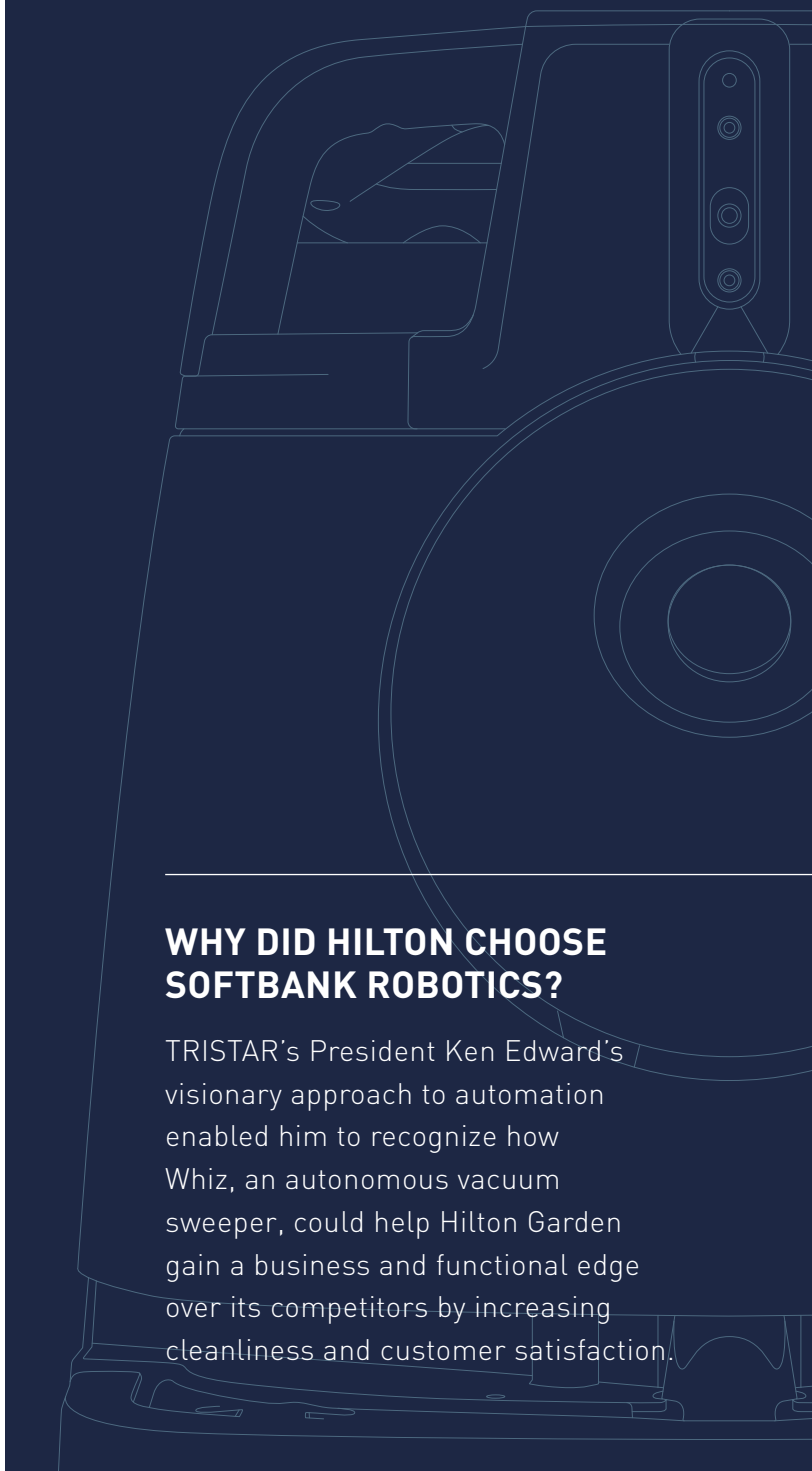
THE SOLUTION

A supportive part of the crew.

SoftBank worked onsite with the Hilton team to show them how to implement Whiz's cleaning routes. The staff found Whiz extremely easy to use, thanks to SoftBank's intuitive, helpful training program.

Plus, the team felt confident knowing SoftBank would provide follow-up support as needed. The trial period ran through September, and the hotel has had Whiz officially running as of mid-October.

Hilton uses Whiz 1.5 hours per day, and the staff have mastered incorporating robot management into their day-to-day routine. Whiz cleans hallways, common areas, and open spaces in the hotel. Hallways are vacuumed after 3pm, when housekeeping carts are out of the halls and many guests are away from their rooms. And, using Whiz gives the hotel the option to clean overnight.



WHY DID HILTON CHOOSE SOFTBANK ROBOTICS?

TRISTAR's President Ken Edward's visionary approach to automation enabled him to recognize how Whiz, an autonomous vacuum sweeper, could help Hilton Garden gain a business and functional edge over its competitors by increasing cleanliness and customer satisfaction.





THE RESULTS

Happiness is next to cleanliness.

Since deploying Whiz, Hilton's cleanliness score has jumped to 90%, up from 82.7% in September and beyond their initial goal of 87%.

By automating the vacuuming of hallways, Whiz has helped housekeeping staff reclaim precious cleaning time. In fact, they've gained one minute per room—a significant amount, considering most rooms need to be cleaned in just 30 minutes. Additionally, the staff responsible for vacuuming now has more time to deep clean the lobby and take care of the laundry.

Whiz has also minimized the impact of cleaning routines on their guests by giving Hilton the option to clean while guests are typically away from their rooms or while they're sleeping.

All in all, guests and staff are happier. And Hilton Garden Inn Gilroy can look forward to more bookings and a better bottom line.

"The hotel was very nice and clean. The staff was super helpful and friendly. This is the only place I'll stay from now on when in Gilroy."

REBECCA L, NOVEMBER 2019, TRIPADVISOR

"A very clean and welcoming hotel that I would recommend to anyone!"

SUSAN, NOVEMBER 2019, TRIPADVISOR

SoftBank Robotics

softbankrobotics.com/us
sbra-whizteam@softbankrobotics.com

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