



## **Environment Management Solutions**

### **Provide Operational Efficiency to the Tourism Industry**

**By Simon Lascelles BEng, Managing Director, REMS International**

#### **The Background**

In the current climate of increased consumer awareness of environmental and food hygiene issues combined with the political climate for "green" policies Hotels and Restaurants are continually looking to improve their Operational Efficiency while maintaining the same high standards demanded of their customers.

#### **The Opportunity**

Improved Operational Efficiency can come in many guises but one of the simplest to address is a reduction in the cost of running a business on a day to day basis by reducing insurance premiums. Other methods of improving Operational Efficiency are to reduce staff costs either with the number of skilled workers (highly paid) or boost the effectiveness of unskilled or semi skilled workers (high supervision and low flexibility) by automating repetitive and mundane tasks that also require a degree of competence.

We are not talking great leaps of faith or rocket science but the simple application of technology that some industries take for granted. Such as the system that sounds the voting bells in the clubs around the houses of parliament or monitors, controls and manages the premises of telecom companies the world over.

The sort of system that when applied to the Tourism Industry could revolutionise the way companies do business. A simple application that readily spring to mind is the ability to monitor all refrigerators and freezers, on a per cabinet basis, 24 hours a day, 365 days a year to ensure their operational temperature of 5 °C is maintained in a similar way to many large supermarket chains.

#### **The Benefits**



By monitoring each cabinet it is possible to identify when the temperature starts to rise and therefore dispatch a qualified Engineer to fix the potential problem immediately. Simultaneously initial fault identification procedures are instigated from the management centre. These actions are taken to ensure the problem is rectified before the temperature in the cabinet rises above 10 °C, the critical temperature that the food must be discarded and an insurance claim made. Often an Engineer will arrive on site before your employees know a problem might occur. Any fault finding that can be achieved before the Engineer arrives on site will aid in reducing the resolution time and reduce costly delays to the Hotels or Restaurants.

This benefits the Tourism Industry in not only reducing the insurance premiums but as the claim rate decreases so does the need for the claim procedure and the lengthy procedure required to obtain the refund. The fewer claims made the fewer the number of staff tied up in the procedure and released for other more productive duties.

The really clever part starts after 4 months when the system has been able to produce and record a history of the managed equipment. This enables the production of Management Information in a nice and easy to use graphical format, possibly presented on a secure web site. Fear not this is not pages and pages of statistics and mathematical gibberish but simple and easy to read graphs.

The Management graphs allow the Hotels and Restaurants to perform proactive maintenance, spotting trends and deviations in systems before they become service or customer, thus revenue effecting. In other words enabling you to become more profitable and less likely to suffer those embarrassing, at best and at the worst a complete loss of business credibility, that can strike any business when you do not manage your services effectively.

By presenting these graphs on an Internet web site any one can access the information from anywhere in the world. So you secure the information with passwords to ensure that only the people you want can access the information from anywhere in the word. With the latest mobile phone technology that really does mean from anywhere and you do not even need a computer. You can be sunning yourself on some deserted Caribbean paradise or half way down an Alpine ski resort and still be able to see that everything is OK back at work.



Other benefits for the Hotels and Restaurants are in the provision of an automated method of proving you are meeting the regulatory health and hygiene requirements. This can be extended to included environmentally practices such as air conditioning or the automatic toilet flush system that are often found in airports.

All these features can be provided by a standalone system or a fully managed service depending on which satisfies the Hotel and Restaurant companies' requirements of Cost and Service.

In additional to the mentioned services the solution can be expanded to Monitor, Control and Manage virtually any system in the Hotel or Restaurant such as secure door access, mini bar, CCTV, battery back-up and generator systems plus temperature, humidity, fire, gas and flood sensors.

## **Conclusion**

If correctly selected and installed properly the solution can Monitor, Control and Manage all of the equipment typically found in a Hotel and Restaurant complex, chain or group, regardless of manufacturer.

When you consider all these benefits it is surprising that Environmental Management Solutions have not been standard in the Tourism Industry for years. But then the Internet is only really beginning to find new customers and applications that permit this technology to be available to the previously cautious.

**Further information can be obtained from REMS International, REMS House, 16, Ramsbury Road, St. Albans, Hertfordshire. AL1 1SL. (Telephone: 01727 848800; Email: [tourism.info@rems.com](mailto:tourism.info@rems.com)).**