

About empire hospitality

Profile

Empire Hospitality was established specifically to cater for the strong demand for highly trained professional staff in housekeeping within the Hospitality Industry.

From a fledgling company, we have grown to an enterprise with a large dedicated workforce who are focused on one specific area of expertise – housekeeping. We have established a wide coverage across 3 states, with clients in Sydney, Melbourne, Brisbane, and in Parramatta, the Central Coast and the Gold Coast.

Empire Hospitality provides Housekeeping Staff on a daily casual basis, weekly rostered basis, as well as providing for the outsourcing of the entire Housekeeping Department within hotels and serviced Apartments.

We currently have a team of over 500 trained housekeeping staff servicing our client's needs, and have the infra-structure to ensure the smooth and efficient running of your hotel. We also have an effective retention program in place to ensure consistency in our delivery of service.

Empire Hospitality have built an enviable reputation as a market leader in hospitality cleaning services by providing site-specific delivery to each of our individual clients. We make it our business to understand their varying needs and expectations. This is what separates us from our competitors.

Our high standards and expertise has been officially recognized - Empire Hospitality have gained recognition for a commitment to excellence in our field by receiving an Australian Award of Excellence every year since 2005.

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Tel: 02 95716811

BRISBANE - CENTRAL COAST NSW

COOLANGATTA - GOLD COAST

MELBOURNE - PARRAMATTA - SYDNEY

Our Philosophy

The foundation of Empire Hospitality is its passion for excellence in customer service, training and delivery.

Our success is drawn from our proactive attitude and the partnership approach we use with our clients to ensure the highest standard of delivery is maintained – every time.

exceptional standards
commitment
reliability and performance
experience

Empire Hospitality deliver exceptional, cost-effective housekeeping services. Our continuous pursuit of service excellence has led Empire Hospitality to be the recognized leader in our field.

Our Mission Statement

We aim to:

- Provide our clients with the best and most cost effective solution to their house-keeping needs
- Maintain our uncompromising principles and apply the highest standard of excellence to the delivery of our services
- Conduct our business with integrity and professionalism at all times
- Satisfy our customers and exceed their expectations
- Provide a great working environment for our staff and embrace diversity as an essential component in the way we do business
- Contribute positively to our community, environment and industry.



*“Achieving exceptional
cleaning standards
everytime”*



empire
HOSPITALITY

World class specialists in Housekeeping
Solutions for Hotels, Resorts and
Serviced Apartments

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Why use empire hospitality?

As market leader in hospitality cleaning services, we are able to offer you customized, comprehensive and cost effective housekeeping solutions tailored exactly to your needs and your business requirements

Our specialized services feature:

- Preliminary and ongoing consultation and planning
- Detailed housekeeping service plans
- Contractual pricing options
- Dedicated supervisory staff
- Highly trained housekeeping staff delivering a guaranteed 5-Star standard
- 24-hour alert service
- A pro-active and partnership approach with clients
- Consistent review and update of our services in line with your changing needs and trends within our industry.

We can provide you with a wide variety of staff:

- Professional room attendants
- House-persons
- Public Area Cleaners
- Turn Down Attendants
- Uniform And Linen Room Attendants
- Supervisors, Assistant Executive Housekeepers and Executive Housekeepers.

It is no wonder that our clients are among the largest and finest hotel groups in Australia.



professional
personal
reliable

Have you considered outsourcing your housekeeping department?

Empire Hospitality specializes in the outsourcing of entire housekeeping departments within Hotels and Serviced Apartments.

Our unique outsourcing model includes all on-costs and operating costs, and can be tailored specifically to meet your needs.

We can provide you with an all-inclusive cost per room, making it easy for you to budget for housekeeping and avoid costs running over. The benefits you gain in outsourcing are numerous.

Just consider:

- The quality of the housekeeping is guaranteed. Our Housekeeping service provides a 5 star standard - we pride ourselves on the quality we deliver to you and your guests.
- You will save on housekeeping costs by eliminating all your fixed costs for housekeeping, as well as all the additional costs of running a housekeeping department.
- We can manage the housekeeping load for you during both the busy periods and the quiet times.
- Your costs associated with recruitment and training are eliminated - all Empire Hospitality staff members are thoroughly trained and experienced in the hospitality industry.
- Importantly, you can eliminate all costs (and headaches) associated with payroll: wages, leave entitlements, superannuation, worker's compensation, payroll tax, sick leave, award conditions, annual leave, administration costs, and public liability.
- You also save on indirect costs which are difficult to quantify, such as staff maintenance and wellbeing.

In short, by outsourcing your Housekeeping Department, you are able to reduce housekeeping costs and management issues whilst improving your housekeeping quality and efficiency.

And all this with a smooth transition of your housekeeping department whether you are already operational or just opening your hotel.

It's certainly worthwhile thinking about ...

