



A One-Stop Shop



The benefits of this one-stop shop are most clearly seen in the previous example, when purchasing hundreds of products to place in each of 250 suites. Imagine the work involved to order and then distribute dinnerware, towels, linens, coffee makers, irons, hairdryers, toasters, etc. to each room. Transworld saves clients a lot of time and aggravation with their 'Suite in a Box' program. The contents for each suite are packed into 1 to 3 or more boxes and the room number is marked on each box for easy delivery to each suite. As an additional benefit, boxes are labeled and colour-coded by suite type. Housekeepers appreciate the convenience of unpacking the boxes in the suites, knowing that all the products they need are right there.

Transworld Hospitality sources products worldwide and with 25 years of experience purchasing products through their sister company Transworld Imports Inc., they are able to negotiate substantial price discounts with hundreds of major suppliers. The company also imports its own line of products such as cookware, hangers, kitchen gadgets, etc. Owner Michael Somers started specializing in the hospitality industry 5 years ago and that division has enjoyed tremendous growth every year since. Jacquie Keenan is the Hospitality Sales Manager and explains their success, "The staff has a real 'Can do' attitude. Our purchasers like difficult projects and will always rise to the challenge of fulfilling all reasonable requests." They have been able to find specialty products such as an ice bucket shaped like a pineapple, in-pillow radios, and a battery operated lawnmower. Michael states, "We are 99.9% successful in finding what our clients need, even if they aren't quite sure if that

You've been given the job of equipping 250 suites in a brand new property. Where do you start? Which suppliers do you call? Wouldn't your job be easier if you made just one call, and all of your needs were met by one company?

Transworld Hospitality Inc. can do just that. With a selection of over 5,000 different products in stock and the ability to source any product, their purchasing professionals make this extraordinary task seem simple.





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product exists. Our employees have a real entrepreneurial spirit and will take the time to research the market until they find the supplier of a unique product.”

Transworld is also flexible when it comes to shipping. If a new property has a delay in construction and products have already been ordered for delivery, Transworld will do its utmost to accommodate the client’s needs. They will make every attempt to meet unscheduled deadline changes. Their professional staff also deals with all logistics including custom brokerage and duties, once again simplifying the process for the hotelier.

Communicating with customers is critical to ensuring that clients get what they need, when they need it. Transworld sales staff needs to uncover exactly what their clients require. Knowledge of the industry is essential to knowing the right questions to ask to determine which product would work best at the property. As an example, if a hotel needs to purchase new TVs, the purchaser needs to know the exact size of the space available, the budget, and whether or not SMART plugs will be needed. The purchasers will then determine which products match their criteria and present the various options to the hotel. They can also give the client an opportunity to try a product, such as a vacuum cleaner, on-site to ensure the housekeepers using the product are pleased with its performance.

Transworld’s staff takes pride in long-term client relationships. If a supplier is discontinuing a product line, they will contact their clients to see if they

want to order any additional products before the line becomes obsolete as well as provide them with possible replacement alternatives. Anyone who has tried to match table settings, cutlery or unique colours of linen can appreciate the benefits of such service.

Since the purchasers are always in touch with suppliers, they can also advise clients of the latest products available in the market such as irons with retractable cords, curved shower rods and room-ready towels that do not need to be pre-washed. Suppliers are selected based on their reputation for quality products and on-time delivery. Their ability to meet tight deadlines is crucial to satisfying last minute requests. Hoteliers have very high service expectations and Transworld’s staff is dedicated to achieving that high level of service.

In the future, working with Transworld Hospitality will become even simpler. The company is working on upgrading its website to allow online ordering and give clients the ability to view their accounts. This upgrade will make the process of dealing with Transworld Hospitality even more convenient.

Visit Transworld Hospitality at booth 311 at the Hospitality Trade Exposition November 28 & 29 at the Vancouver Convention & Exhibition Centre. Contact Jacquie Keenan at Transworld Hospitality, or any other of Transworld’s customer service personnel, for a quote on your next purchase. Jacquie can be reached by phone at 604-272-3432 ext. 116, fax a request for proposal to 604-272-3265, or email hospitality@transworldimports.com.

