

MERCURE
HOTEL

Shimmer
GLASS & PRESSURE CLEANING



MERCURE HOTEL CASE STUDY

9 YEARS OF PARTNERSHIP

2017

Partnership started

100%

Safety Record



How it started

Since 2017, Shimmer Glass and Pressure Cleaning has partnered with Mercure Hotel Penrith to provide professional external glass cleaning for their three-story building. Recognising the importance of a pristine exterior in maintaining the hotel's reputation, Mercure Hotel trusted Shimmer Glass to deliver high-quality results with minimal disruption to guests.

Learning and Adapting

Hotels operate at high capacity year-round, requiring cleaning schedules to align with guest activities. Shimmer Glass adapted by coordinating closely with hotel management to conduct cleaning during low-traffic times, minimising interference with guest experiences.

As a high-rise property, the hotel presented unique challenges, such as accessing hard-to-reach areas safely and efficiently. Our team utilised a variety of techniques, including pressure cleaning with a boom lift, waterfed pole systems, and traditional methods, to ensure all areas of the building received thorough cleaning.

Developing a Site-Wide Strategy

To maintain the hotel's high standards, Shimmer Glass developed a cleaning plan tailored to Mercure's needs:

- 1 Semi-Annual Cleaning:** Initially conducted annually, services expanded to twice per year in 2024 to ensure consistent upkeep of the exterior.
- 2 Custom Techniques:** A combination of boom lift access, waterfed pole systems, and traditional methods to address all glass and façade surfaces effectively.
- 3 Guest-Focused Scheduling:** Flexible cleaning schedules to ensure minimal disruption to guest stays and hotel operations.

Results

The partnership between Shimmer Glass and Pressure Cleaning and Mercure Hotel Penrith has delivered consistently immaculate results. The hotel's exterior now reflects its commitment to quality and hospitality, enhancing its appeal to guests and maintaining its reputation as a premier accommodation option in the Penrith area.

By combining expertise, adaptability, and attention to detail, Shimmer continues to help Mercure Hotel Penrith uphold its high standards while providing a welcoming and polished environment for guests.

Fostering Success Through Collaboration with Mercure Hotel Building Managers

Our success in delivering exceptional cleaning services to Mercure Hotel is directly linked to our collaborative approach with their Building Managers. This collaborative process involves the following key steps:

1

Comprehensive Initial Consultation



Shimmer conducts a comprehensive walkthrough of the Mercure Hotel Facility with the building manager. This open communication allows both parties to understand the specific cleaning needs, client schedules, and areas of high importance.

2

Developing a Customised Strategy



Based on the initial consultation, Shimmer develops a tailored cleaning plan for each site. This plan outlines the frequency of cleaning services, types of cleaning methods used (e.g., pressure cleaning for walkways, window cleaning for specific areas), and scheduling details to minimise disruption to clients and staff.

3

Dedicated Mercure Hotel Account Manager



Shimmer assigns a dedicated account manager to maintain consistent communication with the building manager. The account manager ensured timely updates on cleaning schedules, addressed any concerns promptly, and facilitated ongoing feedback discussions.

4

Transparency and Reporting



Shimmer provides detailed reports to the building managers after each service. These reports documents the areas cleaned, any issues encountered, and future maintenance recommendations.



Enhancing Hotel Properties in Sydney

Our team of highly skilled window technicians are experts in their field and have years of experience, utilising state-of-the-art equipment. They take great care in ensuring that Mercure Hotel's facilities are immaculately clean and well-maintained, aligning with Mercure Hotel's commitment to excellence.

1 Health and Safety

Proper glass window maintenance extends the lifespan of windows, outdoor surfaces, and other facilities, saving Mercure Hotel money in the long run.

2 Improve Facilities' Longevity

Clean and well-maintained facilities through professional window cleaning promote a safe and healthy living environment for the clients.

3 Clients' Satisfaction

Immaculate facilities contribute to the overall satisfaction of clients, as they feel more comfortable, safe, and proud of their living environment. This enhances their quality of life, promoting a positive living experience.

Meet the Director's



Renee
Director

Shimmer's Director, Renee, has a Bachelor of Business and a background in Marketing for tech companies. She came from a family of entrepreneurs, and her superpower is building relationships. Now a mother of four, she founded Shimmer in 2009, creating a business where she and Jorge could combine their passion and skills and both succeed. Their mission was to develop a first-class company that provides exceptional service and a place where their employees enjoyed coming to work. Renee views Shimmer as an essential partner to many hotels across Sydney, aligning her business closely with their evolving needs in hotel property management. She has strategically expanded Shimmer's team, technology, and methodologies to meet their high standards, ensuring comprehensive support that prioritises resident satisfaction and immaculate facilities.



Jorge
Director

Jorge Shimmer's Director has 27 years working as a professional window and pressure cleaner. Jorge is extremely strong and capably water-fed poles all the larger projects with ease. He is wonderful at solving all of the access problems of the more complicated sites like the large glass roofs or the tea staining or building washing from a lift. He has special licenses to drive the boom lifts and scissor lifts and is very experienced at reaching parts of the buildings that others may not be able to. If there's complicated window locks, special screens etc Jorge has found the most efficient way to resolve the problem. Jorge ensures all the team's equipment is updated to the most superior for the best results.

Clients we serve



australia's strata leader

Certifications

Shimmer Glass and Pressure Cleaning has ISO certifications, which assures clients that we have met the required international quality and safety standards.



ISO 45001: 2018

ISO 9001: 2015

ISO 14001: 2015

PAS 99: 2012



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