

FACILITIES MANAGEMENT CASE STUDY – CARROLL LUTHERAN VILLAGE, US



CARROLL LUTHERNA VILLAGE



KEY FACTS

- Continuing Care Retirement Community
- 435 beds, 795K square feet
- 390 employees
- FY16 Revenue Budget: \$4.8M
- FY16 GP Budget: \$0.795M



CLIENT CHALLENGES

- Simplify multiple operations at multiple locations
- Control expense
- Improve high employee turnover
- Renovate café
- Improve resident satisfaction and occupancy



SODEXO ADDED VALUE

- Established new management team
- Designed capital improvement plan
- Provided project management for café renovation
- Implemented training for employees



SCOPE OF SERVICES

HARD FM SERVICES:

Building Operations & Maintenance
Security

SOFT FM SERVICES:

Grounds
Housekeeping Services
Linen & Laundry



RESULTS

- Achieving financial targets
- Improved resident satisfaction
- Increased occupancy rate