

# FACILITIES MANAGEMENT CASE STUDY - HÔTEL CLUB NANCY, FRANCE

ACORIS  
Hôtel Club  
Maison de retraite



## KEY FACTS

**ACORIS Mutuelles Group:** Health and social business , 3 institutions. Private, non-profit institute for seniors

**Hôtel Club Nancy - Skilled Nursing Facility**  
120 residents, 112 housing

**Les Sablons –Skilled Nursing Facility**  
84 beds

**Le Château –Rehabilitation Facility**

Sodexo contract for 35 years



## CLIENT CHALLENGES

- Improve comfort and wellness for residents and employees
- Improve quality of services: apartment, food services, cleaning and laundry
- Organize 3 institutions around health and social pole
- Pool means and corporate culture
- Manage, train and engage staff
- Create synergies between the 3 sites to gain efficiencies



## SODEXO ADDED VALUE

- Project management with transparency and oversight for all services
- Modernization of the bedrooms and apartments



## SCOPE OF SERVICES

- **SOFT FM SERVICES:**
- Cleaning of patient environment and common areas
- Laundry
- Reception Management:
  - Switchboard & reception
  - Residents billing
  - Appointment booking
  - Organization of resident's transfer
- Conference Services Management
- **FOOD SERVICES:**
- Residents and Patient 's dining
- Food services to staff
- Light snack service for patients
- Catering service

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