

Leggett & Platt SPG Outfits New Gaylord Texan from Front to Back...of the House

Total Storage Solutions Approach Adds Value with Custom Capabilities and Top Notch Service

When looking for partners that could help execute an elaborate hotel plan that includes 1,511 guest rooms and over 400,000 square feet of event space, The Gaylord Texan had one tall order for Leggett & Platt Storage Products Group. The Gaylord properties are known for their grandeur and the sheer volume of guests, meetings and events that are executed each year - all with the highest attention to detail and hospitality common to the region each property represents.

In designing The Gaylord Texan in Grapevine, TX, the challenge of selecting a storage products company that could deliver a customized plan that met all of their current needs, with the flexibility to adapt to changes in use and functionality for future needs, was critical to the success of the new resort property.

After being contacted by The Gaylord Texan for assistance in their storage products selection, Joe Palumbo, business development specialist for Edward Don & Co., knew there was only one call he needed to make to get the products – and service – that were required to get the job done. “Not only does Leggett & Platt SPG carry the broadest selection of quality brand names and products in the industry, but the consistently great follow-up and service we receive in working with them is unbeatable,” states Palumbo.

A Texas-Size Challenge

“The unique challenge of this project was providing a storage products solution that had various customized components for the scope and scale of the property and the various foodservice locations,” says Darrell Bower, vice president of Leggett & Platt Storage Products Group.

While most hotels and resorts provide pre-planned field dimensions and specific product requirements, The Gaylord Texan had an open floor plan and was looking to Leggett & Platt SPG for assistance and guidance in the planning stages.

“We were looking for a partner, not just a supplier,” says Rick Ricci, director of conference management with The Gaylord Texan. “We knew that this project would require several product options and that Leggett & Platt Storage Products Group had the broadest line of storage products and capabilities in the industry. Based on our previous experience with Leggett & Platt SPG, they were the clear choice for the job.”

Customized Solutions

Choosing a storage system that provided flexibility for varying products and environments was easy, determining how to customize them for one of the largest resort properties in the country was not. Leggett & Platt SPG took a hands-on approach to this challenge by providing on-site visits to review storage needs and measure each area for accurate floor plans. Precise planning and product placement were crucial elements of the process.

Leggett & Platt SPG recommended its Plasteel® shelving and rack units for their strength, durability and ease of maintenance. These steel-reinforced shelves support 1000 lbs. each and provide a lifetime of non-rust performance while delivering quiet, easy-care functionality. Additionally, rugged snap on polypropylene plastic panels, in solid and vented styles, were used for their flexibility and easy cleaning surfaces.

Customized racks, coated in colors that correspond to the theme of the property, were also selected. The combination of these product lines could handle the volume of The Gaylord's storage needs as well as the changing usage demands.

Trusted Partnership

Hotels and resorts, such as The Gaylord Texan, work closely with Leggett & Platt SPG to provide product solutions. From the many quality brands and product lines to the reliable service, Leggett & Platt SPG offers customers a solution for every storage and material handling need.

“We were looking for a product that would be durable and easy to maintain,” says Ricci. “What we got from Leggett & Platt SPG was much more than that – we have a partnership and a trust that they understand our needs and will be part of our team from the planning phase right through execution. That is vital considering the size of our property and the volume of meetings and events.”

A longer shelf life, easy maintenance requirements and the ability to have the storage products customized for any space and product requirement have helped The Gaylord's run more efficiently in the back of the house, while contributing to the success of its many daily operations.

About Leggett & Platt Storage Products Group

As part of a *Fortune 500* Company, Leggett & Platt Storage Products Group is a leading provider of comprehensive storage solutions and material handling equipment. Leggett & Platt Storage Products Group consists of eight, strategically aligned brands including: AMCO, ISS, LPI, Freestyle, Universal, KelMax, Gillis, Jarke and Talbot. By bringing together the best names in the industry, Leggett & Platt Storage Products Group provides the broadest selection of storage, shelving, retail and material handling products. www.leggettspg.com