

amadeus

Customer Success Story

A 162-room, family-owned Cape May icon since 1969, **La Mer Beachfront Resort**—a 2025 AAA cleanliness award winner uses **HotSOS®** to power efficient operations and connect teams across their Cape May portfolio.

Transforming operations at scale by:

- **Removing the guesswork behind housekeeping priorities** with automated workflows and cluster property management capabilities
- **Increasing speed and quality of room readiness** to drive stronger guest satisfaction
- **Powering seamless cross-team coordination** through real-time, mobile communication

“Our strongest review scores around cleanliness are a direct result of how efficiently our teams use HotSOS to manage day-to-day requests. Improved workflows in HotSOS have transformed how quickly we address guest needs, driving higher cleanliness scores and better overall reviews.”

Justin Klingenberg
General VP - Commercial Strategy & Systems

La Mer
BEACHFRONT RESORT

 **THE BEACH CLUB**
ON MADISON AVENUE

Operational Results

2K

Guest incidents prevented through early intervention

Aggregated HotSOS data across 3-year period

Speed behind-the-scenes that delivers service excellence guests write about

+2K

guest reported maintenance issues

Captured and routed without manual entry

Providing data-driven insights to anticipate maintenance issues before they impact the guest

Results are based on a specific customer property and reflect performance during the referenced time period. Outcomes may vary depending on operational practices, property characteristics, and implementation scope.

Image Credit: La Mer Beachfront Resort