

From Warehouse to Rooftop: Interstate Logistics' Strategic Role in The Heron Hotel's Boutique Revival.

The Heron Hotel, a historic landmark in Alexandria, VA, underwent a transformation, led by Antonovich Associates and Streetsense, into a modern boutique hotel under the Aparium Hotel Group. Neil Locke & Associates faced the daunting task of furnishing the 134-room hotel. They entrusted Interstate Logistics to manage the complex logistics of receiving, storing, delivering, and installing the furniture, fixtures, equipment (FF&E), and operating supplies and equipment (OS&E).

THE CHALLENGE:

The Heron Hotel's vintage structure presented a substantial challenge. The elevators were too small to accommodate much of the furniture required on the upper floors and rooftop. This logistical hurdle required meticulous planning and execution.

Upon arrival at Interstate Logistics' warehouse, all items required careful inventory and tracking. Our warehouse crew documented the inventory in iList™ – our asset management software. They ensured that each piece was labeled correctly, organized, and stored until delivery to the hotel for installation, adhering strictly to the provided specifications.

The challenge encompassed:

- Coordinating the receipt and installation of inventory for two buildings, eight floors in all, including 134 guest rooms, the rooftop, and common areas, ensuring seamless integration with the hotel's design scheme.
- Handling delicate items such as artwork and specialty furniture pieces.
- Touching up furniture where appropriate, according to the manufacturer's directions.
- Ensure daily supervision onsite from delivery commencement to project completion.
- Manage debris removal and file damage reports for claims resolution.
- Responsibility for detailed weekly reports, freight claims, and schedules.



THE SOLUTION:

Interstate Logistics devised an innovative approach to overcome the elevator and stairwell constraints, particularly for oversized items:

- Coordinated a team comprising crane operators, forklift operators, riggers, and Interstate Logistics to circumvent elevator limitations and ensure safety, efficiency, and seamless execution.
- After Interstate Logistics prepared six 95-inch-long sofas, the rigger secured each to be lifted by the crane to the rooftop, where Interstate Logistics moved them into place.
- In a similar manner, the project construction company, rigger, and movers lifted 42 90-inch-tall wardrobe cabinets through windows on three floors.
- In each case, Interstate Logistics prepared the furniture pieces for the rigger to load into the forklift bucket. Once each item was lifted to the window, the rigger would push it inside the building, where Interstate Logistics would receive it and put it in place.

Interstate Logistics' commitment to excellence demanded efficient logistics, a keen eye for detail, and quality assurance. Rigorous inspection protocols at the warehouse ensured all items met the hotel's standards for aesthetics and functionality, setting the stage for a seamless installation phase.

THE RESULT:

The operation exemplified Interstate Logistics' commitment to creative problem-solving:

- Successfully delivered and installed all items despite structural limitations.
- Demonstrated adaptability and responsiveness to unforeseen challenges, ensuring minimal disruption to project timelines.
- Highlighted Interstate Logistics' capacity for handling unique logistical demands with precision and professionalism.
- Solidified a strong partnership with Neil Locke & Associates and paved the way for future collaborative ventures.

OUTCOME:

Interstate Logistics' ability to navigate complex challenges at the Heron Hotel underscores its reputation for innovative logistics solutions. By leveraging expertise in coordination, equipment handling, and team collaboration, Interstate Logistics met and exceeded expectations in delivering exceptional service and results. This project is a testament to the company's dedication to creatively overcoming obstacles and delivering excellence in hotel logistics.

