



LINEN AND LAUNDRY SERVICES

FIRST CLASS SERVICE FOR THE ELEGANT LA COSTA RESORT AND SPA

THE CHALLENGE/CONTRACT

Job Options' Laundry Division has serviced Carlsbad's La Costa Resort and Spa for more than two years, providing high-level laundry service for the justly famous high-end resort. The contract with La Costa requires fresh linens to be laundered and folded, and delivery guaranteed within 24 hours. This reliable turnaround is the result of JOI's high standards, excellent customer service representatives and a company-wide commitment to the highest-quality service and delivery possible. The resort and spa's reliance on JOI's laundry division is testament to the quality and determination of JOI employees to meet or exceed the resort's needs.

THE SOLUTION

Job Options Laundry/Linen Division relies upon two separate plants, one in Chula Vista employing 50 people, 30 of whom have disabilities, and a newer San Bernardino facility, opened in 2004. The division has the ability to efficiently process over a million pounds of linen each month, insuring that customers such as La Costa Resort and Spa receive their elegantly laundered product without delay. JOI processes customer-owned goods (in the case of La Costa, the resort and spa own their own sheets and terry linen), as well as leased goods. Both JOI Laundry facilities are ISO 9001-2000 registered and maintain a rigorous quality-assurance program. Both laundries combined process more than 6 million pounds of linen per year.

THE RESULT

JOI's San Bernardino laundry employs 14 individuals with disabilities, thanks to acquiring the La Costa Resort and Spa contract. Currently, Job Options is pursuing the janitorial contract with La Costa. If JOI succeeds, it would be the first JOI service contract with a client that also included their commercial account.

Success for JOP's Laundry Division lies in the hard work and utmost dedication and self-esteem exemplified by the employees, supervisors and team leaders who all take pride in the outstanding work they do on a daily basis.



"We're a world-class resort with high-end clientele...we can rely on Job options...their service is impeccable."

Darren Grabinski, Executive Director of Housekeeping at La Costa Resort and Spa

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