



CASE STUDY



Established in 1902, Murrieta Hot Springs Resort carries a profound history, inviting guests to embrace Vitality through the therapeutic qualities of natural geothermal waters. It has served many purposes in its 120+ year history, and has now been rejuvenated by new owners, the Olympus Real Estate Group, returning to duty as one of Southern California's finest historic getaways.

PGL Services Implemented

PGL offers highly customizable contract logistics solutions that go beyond 3PL to support your supply chain needs.

- ▶ Proactive communications & detailed project planning
- ▶ Furniture, Fixtures & Equipment, including window treatments
- ▶ Warehousing, delivery, & installation logistics
- ▶ Coordination with renovation teams

THE OPPORTUNITY

Of the hundreds of hotel and resort projects that PGL has done, renovations always bring a series of unique challenges. Such is the case with Murrieta Hot Springs Resort.

Bringing this historic campus back into service as a premier oasis for rest and recreation included extensive restoration of infrastructure, along with the beautification that goes with such a project. This means close coordination with project management and several teams of contractors.

Rewarding challenges with stunning results? That's what PGL is here for!

THE EXECUTION

Each morning began with a 5:30am call with the renovation teams. With a property of this age, each day provides opportunity for unforeseen issues to rewrite the day's plan, and this daily planning session was crucial to keep progress on track. This effort allowed the PGL team to adjust their plans on the fly as well as navigate details like California's stringent waste management regulations

To illustrate the ever-evolving nature of this project, the 1 month timeline was necessarily expanded to 3 months. To accommodate this moving target, Conex containers were moved to the property for short-term storage to supplement the off-site warehousing services implemented.

Agility is a key component of how PGL does business, and just one of many examples of this on display involved the FF&E installation on the second floor of historic buildings with narrow stairways and no elevators. To do this, upstairs balcony railings were removed, so that a forklift could hoist large armchairs into the rooms.

Another example lies in the expansion over time on the 46 acre property, resulting in over 30 different guest room blueprints that needed to be accommodated.

THE OUTCOME

Navigating such a complex project is exactly what we're here for and the Murrieta Hot Springs Resort is a perfect example of evolving scope and managing unforeseen obstacles. This included coordination with general contractors and subcontractors like electricians and plumbers, and 24/7 operation, including holidays.

Almost 10,000 separate items including furniture, televisions, fixtures, artwork and more totaling over 1 million dollars worth of products were obtained, warehoused and installed to bring this historic property back into service as the Southern California oasis that it once was.

With PGL, we view obstacles as opportunities, and we are proud to have contributed to the success of this project.