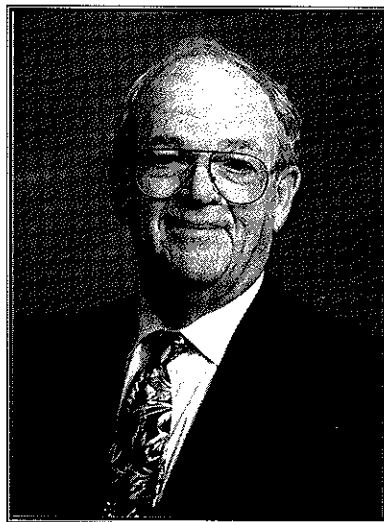


"HOST Works, Come Look at our Carpets, They are Beautiful"

"It all started as a very small bingo operation," explains Michael Van Splinter of Foxwoods Casino. "Today we are the largest gaming casino in the Western Hemisphere."

How it All Began

It's true. Foxwoods Casino in Mashantucket, CT, opened its doors February of 1992 and hasn't turned off the lights since.



*Michael Van Splinter
Director, Foxwoods Casino*

We had 74,000 people through here in one day on a holiday weekend. That puts a tremendous amount of wear on our carpets. We go through a heavy-duty, 10-year carpet in 13 months."

The Connecticut casino has proven so popular with New Englanders that its operators haven't been able to shut the doors. "We had 74,000 people through here in one day on a recent holiday weekend," says Michael. "That puts a tremendous amount of wear on our carpets. I have had salesmen in here promoting their heavy-duty line but it's all relative. We go through a heavy-duty, 10-year carpet in 13 months."

Solving Their Problem

Michael is in charge of the Environmental Services Department for the Foxwoods complex. In addition to the casino, the property includes two hotels, more than a dozen restaurants, a theater complex, many retail areas, plus educational and training facilities for the staff of 9,900.

In every instance, the use of the facilities is highly intense. He has found that the HOST Dry Extraction Carpet Cleaning System offers the best carpet cleaning solution for this operation's particularly unique needs. And those needs in some cases are more than unique, they are downright nightmarish.

"We've got a room here," Michael relates, "that over the course of one month will play host to a boxing match, a live concert and 42 huge bingo games seating 3,000 guests. I came to this job from the health care industry which I thought had some of the toughest carpet cleaning challenges imaginable. I was wrong."

Why They Chose HOST

"We have a thing here called a bingo marker that I would not wish on anybody," he laments. "It's a small bottle filled with quick-drying ball point pen ink. The bottles break and spill. It's a real mess."

Thus far, the HOST Dry Extraction Carpet Cleaning System has provided the best solution to Foxwoods' wide ranging cleaning challenges. The HOST System has been particularly useful in two areas of the Foxwoods operation.

First is the facility's hotel rooms. The astounding popularity of Foxwoods puts its rooms in very high demand. They are always filled, night after night. Leaving a room empty for 12 to 18 hours while the carpet dries means turning a

paying guest away. That simply will not do.

But, with the HOST Cleaning System, the problem is solved. Our hotel staff can clean a carpet without tying up the room for the day while the carpet dries. "That was the first application for HOST that I identified off the bat," he says. "With HOST, we can turn a room in 20 minutes."

"With a hotel room, you have also got the issue of mildew smell if the carpets are left moist. With HOST, that is not an issue. When you consider the demands we face to keep the rooms clean and ready for the customers, I can't see anything making sense for us other than HOST."

A second area in which HOST is proving particularly useful for the casino is in the transition areas at the complex. "If you spend some time observing the

"There's no question based on what we've seen of HOST's performance, we're going to be increasing its use in other areas as well. Come look at our carpets, they are beautiful."

- Michael Van Splinter

operation and the flow of customer traffic through here, it is easy to see that posting a 'Wet Floor' or 'Slippery' sign isn't very practical. Yet, we still have to deal with the problems of transition areas. We can't just not clean the carpets."



Left to right: Carl Lake, Division Manager; Joanne Kopp, Shift Manager; and Mike Van Splinter, Director.

Additional Benefits

"I've got transition areas that go from carpet to slate, carpet to brick, carpet to wood, carpet to cement, carpet to almost any hard floor surface you can imagine," Michael explains. "I can't have customers walking across wet carpets onto hard floors. It is a liability. Somebody will slip and fall once their wet shoes hit the hard surface. There is no way around it."

No way, of course, other than HOST. Michael explains, "It allows us to keep the carpets in those areas looking beautiful without having to deal with the slip and fall issue."

While HOST isn't the only carpet cleaning approach used

at Foxwoods, it's the one that seems to be performing best. So much so, in fact, that more and more of the unique cleaning problems Mike and his staff face are being solved by HOST.

"There's no question based on what we've seen of HOST's performance, we're going to be increasing its use in other areas as well.

Come look at our carpets, they are beautiful. Then consider the use they get and they aren't just beautiful, they are a miracle. HOST works, and I don't think you'll find any better proof of that than right here at Foxwoods."

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