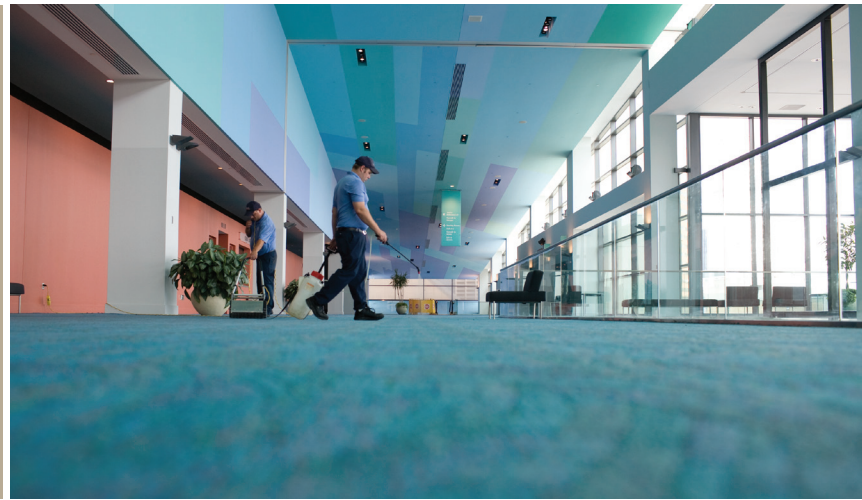


# The Duke Energy Convention Center Revives Carpeting with Cintas

As one of the largest convention centers in the Midwest, the Duke Energy Convention Center features over 750,000 sq. ft. of exhibit, meeting and entertainment rooms across three levels. With over 700,000 visitors each year, the convention center must maintain exceptional appearance and cleanliness.



## Situation

With more than 500,000 sq. ft. of carpeting overall and close to 40,000 sq. ft. of carpeting in the Grand Ballroom and surrounding entrances alone, maintaining carpets and removing stains after large events became a difficult task. Continuous foot traffic and thousands of visitors left the floors stained and worn out, which everyday floor cleaning and standard floor equipment fail to properly revitalize. In addition, with a hectic event schedule, the convention center staff cannot close areas for long periods of time solely for the purpose of carpet maintenance. The result was a need to address and revitalize its carpets without slowing down business.

## Solution

Before arranging carpet replacement, which would cost upwards of one million dollars, the Duke Energy Convention Center realized an alternative cleaning process was possible. Based on Cintas' expertise, flexibility and superior carpet cleaning system, the Duke Energy

Convention Center decided to partner with Cintas to help restore and revive the carpeting in the Grand Ballroom and surrounding areas.

"We strive to provide the best experience for our guests, both in functionality and appearance," continued McMullin. "Cintas' service restores carpeting to a like-new appearance after every service, maintaining it at a level we cannot manage in-house."

*"Our product is our building and every time a visitor or attendee walks through the door, that product is showcased. In order to take our business to the next level, we needed to elevate the image of our flooring."*

Neil McMullin, Assistant General Manager, Duke Energy Convention Center.

In the Grand Ballroom and surrounding areas, the Energy Duke Convention Center uses Cintas' Tile and Carpet Deep Cleaning Service to remove stains and revive heavily

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soiled areas. With this service, professionally trained Cintas employees follow a comprehensive four-step process consisting of pre-spraying chemicals, agitation of the floor surface, re-spraying chemicals and rinsing with extraction. This method has been proven to remove more dry particulate soil compared to any other method. By combining temperature, time, agitation, chemicals and extraction, Cintas' Deep Clean service produces optimal results while utilizing fast dry techniques to ensure the convention center is fully functioning as quickly as possible for its guests.

## Results

Since they began using Cintas' Deep Clean service, the Duke Energy Convention Center has noticed an increase in customer satisfaction and a visual improvement in the condition of its carpet. Stains in the Grand Ballroom

*"Our partnership with Cintas has made a huge difference with the appearance of our carpeting. The carpeting throughout our facility is revived and we can rest assured knowing that the maintenance of our carpet is in good hands."*

Neil McMullin, Assistant General Manager, Duke Energy Convention Center.

resulting from food and drink spills, along with garbage cart wheel-track stains, were extracted successfully from the carpeting. Further, the Tile and Carpet Deep Cleaning Service revitalized carpets by dramatically improving the color of the carpet fibers.

Cintas' flexible scheduling and fast drying technique resulted in minimal disruptions to business so the convention center could focus its energy on client satisfaction. Further, Duke Energy Convention Center



prolonged the life of its carpeting and delayed and expensive million dollar capital project related to carpet replacement by establishing a regular schedule of Deep Clean Services.



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