Hospitality · UAE

A hotel group cut procurement inefficiencies by 25% on linen and guest amenities

A Dubai hotel group set stock levels for linen, guest amenities and cleaning supplies at each property, and buys against them through approved requests, supplier quotes and orders received on record.



25%
fewer procurement inefficiencies

AT A GLANCE

INDUSTRY
Hospitality

REGION
Dubai, UAE

SIZE
Large enterprise, several hotels

PREVIOUSLY
No central purchase system

FEATURES USED
Stores · Suppliers · Insight

01 The client

The client is a large hospitality company headquartered in Dubai, with several hotel properties and a central procurement team.

Every property runs through bath and bed linen, toiletries and guest amenities, minibar items and housekeeping chemicals. Running out means rooms that cannot be turned; over-buying fills storerooms and ties up cash.

02 The challenge

Each property ordered in its own way, by email and phone, with no agreed stock levels. Central procurement learned what had been bought only when the invoices arrived.

- Approvals waited in general managers' inboxes with nothing to prompt them.
- Properties bought the same items from different suppliers at different prices.
- Housekeeping found out about shortages when the storeroom shelf was empty.
- Deliveries were not checked against what had been ordered.

03 What they set up in Asset Infinity

The group put each property's storerooms and purchasing into Asset Infinity, so stock levels prompt the order and the order follows one approval and supplier path.

Stores

Stock levels per property

Linen, amenities and chemicals have reorder points in each property's storeroom, and reorder advice lists what to buy before housekeeping runs short.

Suppliers

General manager approval

Purchase requests follow approval steps set per property, with the general manager signing off and reminders when a request waits.

Suppliers

Group contracts and local quotes

Contracted suppliers and their terms are recorded once for the group; for anything else, properties collect quotes from local suppliers through an RFQ.

Insight

Spend across the group

Central procurement sees open orders and spend by property, category and supplier in one report.

04 How it works day to day

Keeping a hotel's housekeeping storeroom stocked now works like this.

HOUSEKEEPING STOREKEEPER

Checks reorder advice

Each morning the storekeeper sees which linen, amenities and chemicals have dropped below the reorder point for that property.

HOUSEKEEPING STOREKEEPER

Raises a purchase request

The items and quantities go into a purchase request for the property, with the storeroom they are for.

GENERAL MANAGER

Approves

The property's general manager approves the request on web or mobile. A reminder follows if it is left waiting.

PROPERTY PURCHASING OFFICER

Chooses the supplier

Items under a group contract go to the contracted supplier. For anything else, an RFQ goes to local suppliers and their quotes are compared.

PROPERTY PURCHASING OFFICER

Places the order

A purchase order is issued to the chosen supplier, linked to the approved request.

RECEIVING CLERK

Receives against the order

At the loading bay, the clerk checks the delivery against the purchase order, and the received quantities go into the storeroom's stock.

CENTRAL PROCUREMENT

Reviews the group's buying

Reports show spend by property and supplier and orders still open, so the team can see where terms or stock levels need adjusting.

05 Before and after

	BEFORE	WITH ASSET INFINITY
When to order	When the shelf was empty	Reorder advice from stock levels per property
Approvals	Delayed in inboxes	General manager approval with reminders
Suppliers	Each property buying on its own terms	Group contracts recorded; quotes for the rest
Receiving	Not checked against the order	Received against the purchase order
Visibility	Head office saw invoices after the fact	Open orders and spend by property
Daily operations	Shortages held up room turnaround	Supplies ordered ahead of need

06 How it rolled out

1

Practices reviewed. The team reviewed how each property bought, and moved legacy purchase records and suppliers into one place.

2

Rules set by property. Purchase categories, stock levels and approval steps were configured property by property for each sourcing function.

3

Storekeepers and buyers trained. Procurement and operations teams had hands-on sessions, then a support plan with regular reviews.

07 The results

- Orders start from stock levels, not from an empty shelf
- Approvals move with reminders instead of waiting in inboxes
- Better supplier coordination across properties
- Fewer delays and follow-up calls in daily purchasing
- Steadier supply of what rooms and housekeeping need each day

08 Why it worked

Stock sets the pace

Reorder points per storeroom mean the order is triggered by what is on the shelf, not by someone noticing a gap.

Local freedom, group terms

Properties still buy for themselves, but contracted items go to contracted suppliers and every order is visible centrally.

Receipts close the loop

Receiving against the order updates storeroom stock and shows any short delivery while the driver is still there.

09 Looking ahead

Setting stock levels per property and running every purchase through one path has given the group both sides of the picture: what each hotel holds, and what it is buying, from whom and at what terms.

With that history in place, central procurement can review stock levels by season and negotiate group terms on the items every property buys.

See it on your own assets

A 30-minute demo, set up for a hotel or hospitality group.

The client's name is withheld for confidentiality. Results are as reported by the client.

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