



# RESORT CARE

By Margaret's Cleaners™

## Customers Speak Out!



*When I was introduced to Chuck Horst, owner of Resort Care, and invited by Susy Leff to tour the plant, I was so impressed with it that I decided to take my Executive Team to tour it so they could experience "Excellence at Work" first hand, the same thing that one reads about in many business books.*

*Since the hotel contracted with Resort Care for our guests' laundry and valet needs, we have had a very positive experience regarding their services. Our guests enjoy the product being delivered and we have yet to have a negative comment from anyone. Resort Care is always willing and responsive to our guest's special requests.*

**Luis C. Barrios**, General Manager  
**BEST WESTERN PLUS HACIENDA HOTEL, OLD TOWN**

*I wanted to write and thank you for a job well done! Margaret's Resort Care has consistently delivered on your promise of good, quality, timely, laundry and dry cleaning services for our hotel guests and employees. Your response has always been positive and helpful toward anything we have needed, from tickets to pick-up times to special guest requests. Ever since Resort Care began taking care of our valet services, we have had no issues or complaints, which is a very good thing in our business! I wish to congratulate you on delivering on your promises!*

**Bob Levine**, General Manager  
**BEST WESTERN PLUS ISLAND PALMS HOTEL & MARINA**

*Susy and her dynamic team of professionals with Resort Care are, by far, at the top of the tier of dry cleaning companies in the San Diego area. I have personally known and worked with Susy for 10 plus years, and she has consistently handled all situations with grace and true professionalism, which in today's world is not easy to come by. Regardless of how small or big a request is, she and her team are flawless in handling it. Susy's "people" leadership skills excel, and it is evident in the people who surround her that execute the job at hand. It is a pleasure and honor to work with such a stellar group of people at Resort Care and I look forward to continuing the strong relationship we have with them.*

**Lorraine Quintero**, Director of Housekeeping  
**WYNDHAM SAN DIEGO BAYSIDE**

*Resort Care is a great partner of ours. They are always very accommodating to our guest's needs and work closely with us to handle the most delicate requests.*

**Justin Foster**, Hotel Manager  
**HILTON SAN DIEGO/DEL MAR**

*I have always found my interactions with Resort Care to be honest, ethical and always looking to improve upon any situation that negatively impacts a guest or the operations. I was extremely impressed with the operations and have no doubt that they will continue to deliver a far superior product than their competitors. The blending of a retail operation with a commercial operation can certainly pose some challenges, however you and the Horst family seem to have overcome these hurdles. The communication process has always been prompt and the billing is easy to follow. Our guest feedback has been positive and I see that our uniforms remain in good shape under your care. We look forward to continuing our partnership.*

**Jeffrey Burg**, Director of Operations  
**SAN DIEGO MARRIOTT GASLAMP QUARTER**

*I have been a client of Resort Care since their inception and our guests are pleased with their Prompt Service and Quality Cleaning. Ms. Susy Leff is a true professional and has earned my unwavering endorsement of being a conscientious provider of an outstanding amenity service for our valued guests.*

**Gregory T. Rizzi**, General Manager  
**THE BRISTOL HOTEL**

*Resort Care does an extraordinary job ensuring both our guests and associates look great! Every piece of clothing is professionally cared for to ensure it looks brand new upon return. We are very happy with their services and personal attention to our account.*

**Alyssa Halverson-Turowski**, Director of Operations  
**THE WESTIN GASLAMP QUARTER**

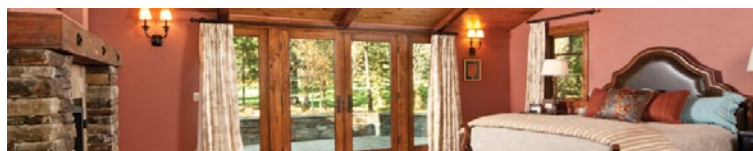
*We have been doing business with this company for years and their services are top notch!! Great service with attention to detail, it is a great partnership to have someone that understands sense of urgency and special requests!!!*

*We will not do business with anyone but Resort Care...we know they do a great job!!! We have not experienced service interruption and in our business that counts for a lot, being a 24/7 industry we must deliver on our promise!!! All of them and more, you guys have no match in the city!!*

**Rolando Cruz I**, Assistant Director of Rooms  
**HILTON SAN DIEGO RESORT & SPA**

*Resort Care & their team make our job easier providing excellent and efficient service on a daily basis. They give us the opportunity to exceed our guest expectations by helping us fulfill special requests.*

**Aaron Anavim**, Director of Front Office Operations  
**ESTANCIA LA JOLLA HOTEL & SPA**



## What Sets Us Apart?

### Family Owned & Operated

Resort Care is an award-winning family owned and operated business. The Horst family of seven manages and oversees all daily operations of the 90-employee company. Our team has over 20 years of experience working with hotels and currently services 40 hotels and resorts in San Diego County.

### State-of-the-Art Facility

Resort Care resides in the new award-winning, state-of-the-art Margaret's Cleaners facility in centrally-located Kearny Mesa. It was built from the ground up with the highest quality and most efficient production capabilities in mind.



GRAND PRIZE WINNER  
"Best Plant Design"

### Service You Can Count On

Resort Care offers same day laundry and dry cleaning for guests and employees 7 days a week, 362 days a year. This includes 4-Hour Express, Overnight Service, Twilight Service and Early Morning Express...all customized to your needs. Receipts are scanned and emailed to administrators daily.

### The Finest Cleaning Techniques

Through our association with nationally recognized Margaret's Cleaners, the finest cleaning possible is provided using crystal clear, continuously distilled solvents.

Featuring

### San Diego's Greenest Cleaner SYSTEMK4

Only the most progressive and environmentally friendly solutions are used: **K4**, the most advanced environmentally conscious solution from Germany, is our newest addition. We also use **GreenEarth**, biodegradable poly bags, provide reusable laundry bags and encourage hanger recycling.

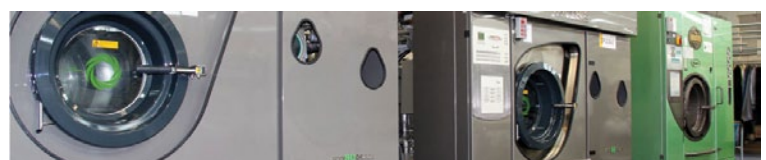
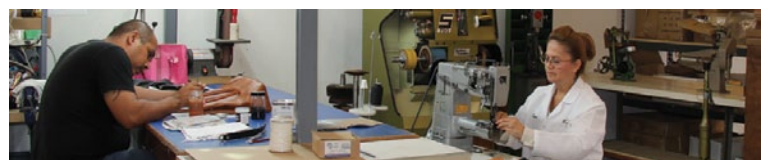
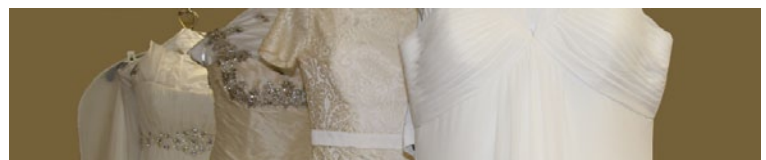
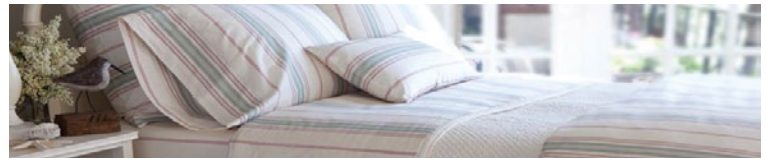


### Bar Codes & Video Tracking

The newest technology is employed to track uniform and employee garments via bar codes. Digital video monitoring is strategically placed to monitor incoming and outgoing garment condition & item counts.

### Unique & Specialty Services

Same-day shoe cleaning and repair, handbag and leather cleaning, same-day professional alterations, drapery and blind cleaning, area rugs, gown and couture garment cleaning, fine linens and duvets, bridal gown pressing, steaming and site delivery, gown preservation and shipping.



**Our 22,000-square-foot facility is ideally located in central San Diego County for rapid turnaround and response.**