

CUSTOMER SUCCESS STORY

DOUBLETREE by Hilton™

DoubleTree by Hilton Plovdiv: **From Manual Compliance to Digital Reliability**

Reducing Operational Drag and Eliminating Missed Checks Across Property Workflows

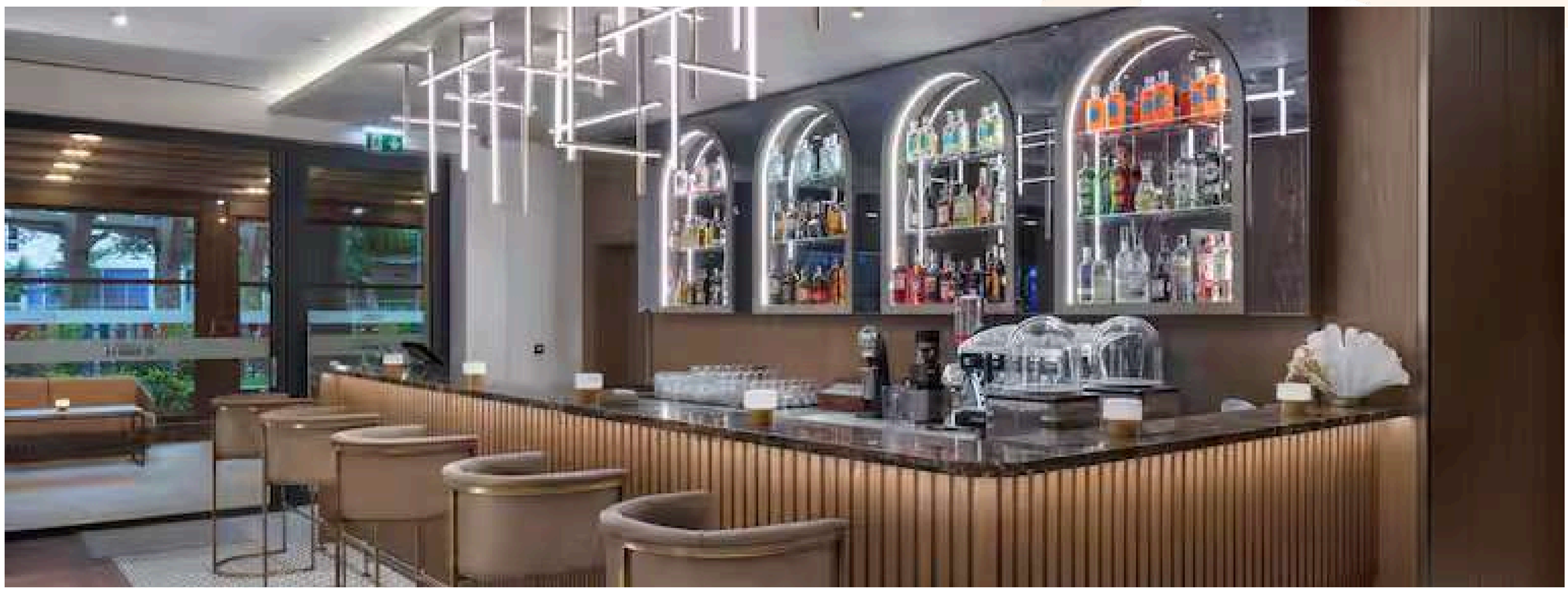
Navitas Safety

Navitas Safety x DoubleTree by Hilton™

DoubleTree by Hilton Plovdiv Center

DoubleTree by Hilton Plovdiv Center is a premier upscale hotel located in Plovdiv, Bulgaria, featuring modern accommodations, dining facilities, and extensive guest amenities.

Seeking a more streamlined and reliable approach to daily safety compliance, the property partnered with Navitas Safety to digitise routine record-keeping, automate task reminders, and reduce administrative pressure on team members.



Digital Compliance Visibility

Automated Task Reminders

Real-Time Temperature Monitoring

Process Control

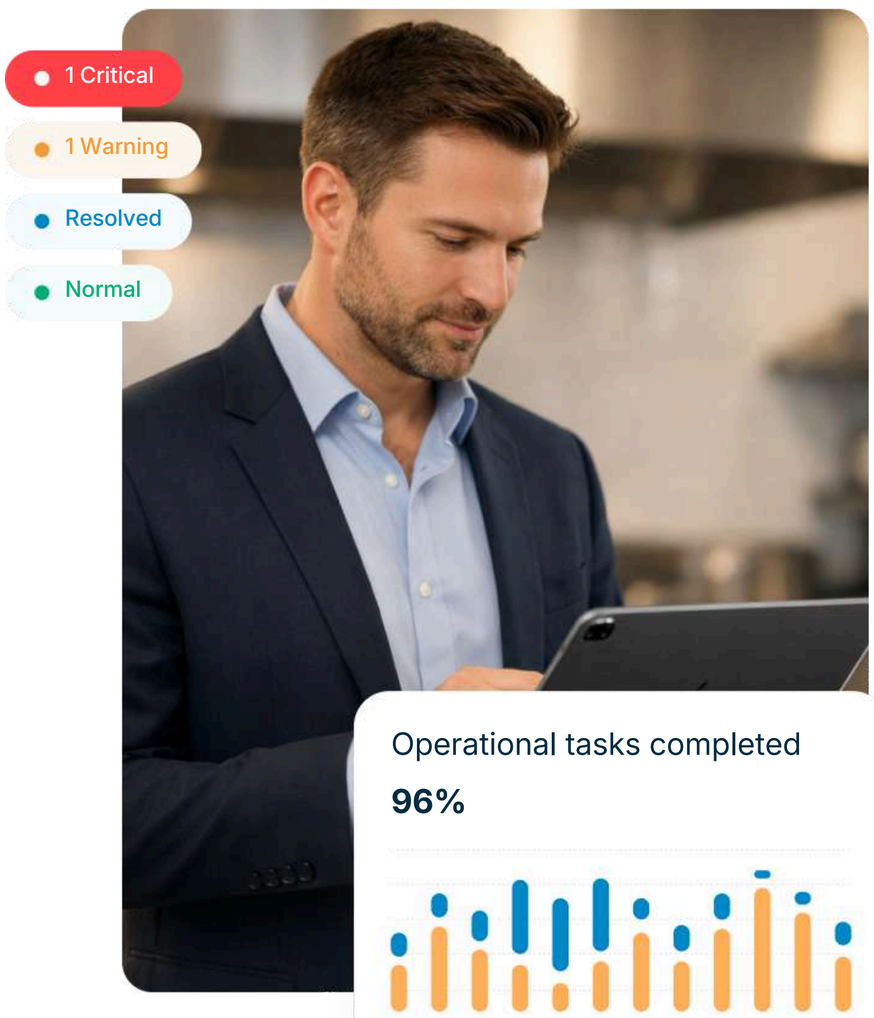
> “We would recommend the system because it reduces manual work, saves time, and significantly limits the potential for human error. When used to its full potential, it can make daily processes easier, more reliable, and better controlled.”
>
> **Zlatka Hadzhiyska**
> Chief Engineer / Safety & Security Manager

THE CHALLENGE

Meeting the Challenge of Daily Operational Compliance

Managing hotel safety standards through paper-heavy processes created daily friction for the team at DoubleTree by Hilton Plovdiv Center. The hotel relied on manual record-keeping to track daily documentation, leaving open the risk of missed checks and administrative inefficiency.





Operational Challenges

Paper-Based Record Keeping
Manually filling out and tracking physical documentation consumed valuable time and created administrative burden for busy operational teams.

Risk of Human Error
Manual monitoring increased the likelihood of missed records, incomplete logs, and human error during routine daily checks.

Time-Consuming Control Processes
Routine inspections required manual tracking, taking staff away from core hospitality tasks.

Maintaining Standards Consistency
Ensuring every daily process, from kitchen checks to cleaning routines was documented without delay required constant manual oversight.

The Real Cost

Risk of Omissions
Paper clipboards increase the chance of missed checks and incomplete logs.

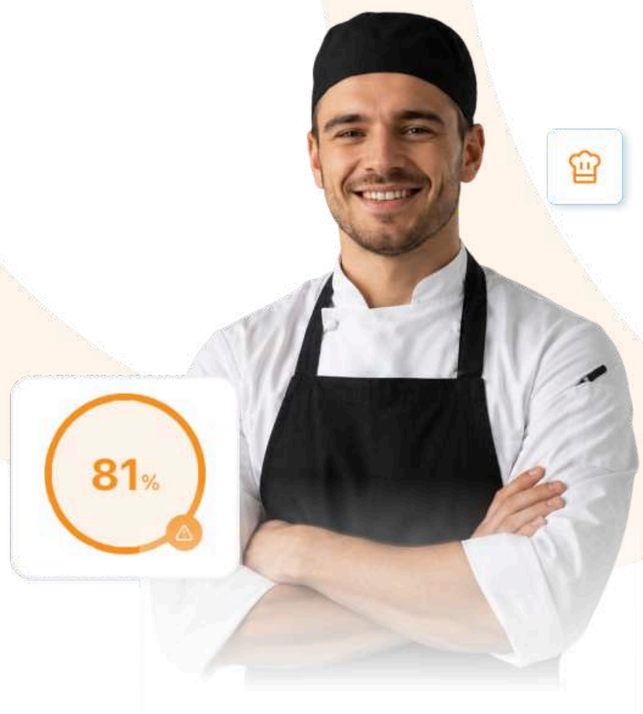
Operational Inefficiencies
Staff time is wasted on manual paperwork instead of guest experience.

Brand Protection
Maintaining strict Hilton standards requires continuous, verifiable digital records.

THE SOLUTION

Why DoubleTree by Hilton Plovdiv Center Chose **Navitas Safety**

To replace manual tracking and safeguard daily standards, the hotel implemented **Navitas Safety DFS**. The platform was chosen for its automated workflow reminders, real-time monitoring capabilities, and easy integration into daily staff operations.



Reduced Manual Workload

Cuts administrative admin time and prevents everyday human error.

Automated Temperature Logging

Continuously tracks and logs refrigerator temperatures automatically.

Automated Task Reminders

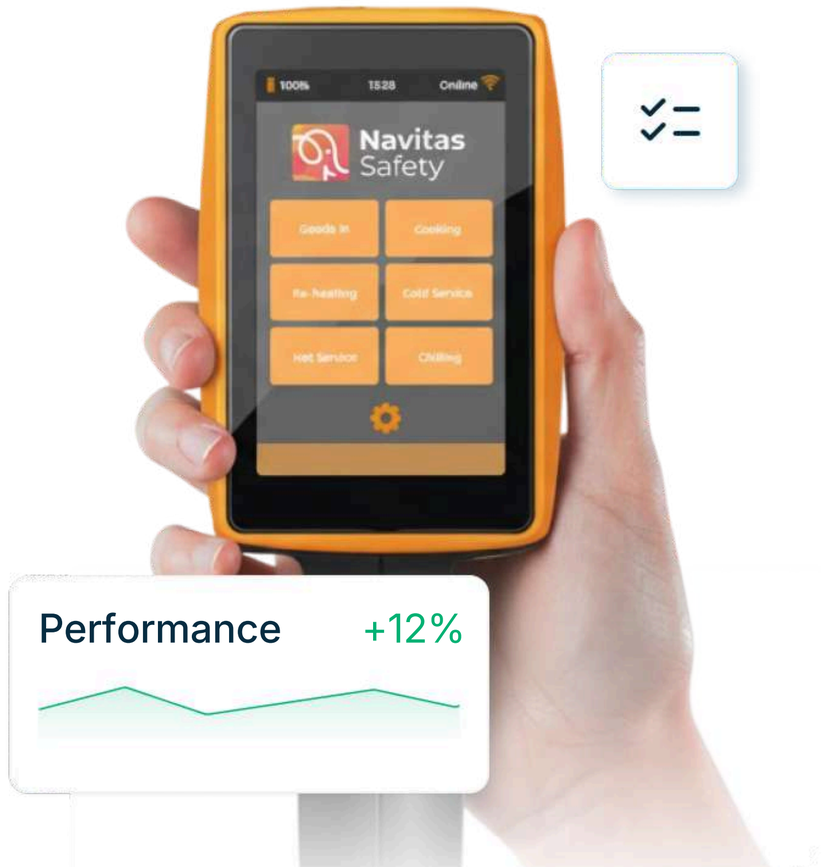
Prompts staff when safety checklists are due so checks are never missed.

Enhanced Process Control

Centralises equipment checks and cleaning schedules in one digital platform.

Solution list

- Automated refrigerator temperature tracking
- Centralised digital compliance records
- Automated task completion reminders
- Real-time process control and tracking
- Digital cleaning and operational checklists (e.g., dishwasher inspections)



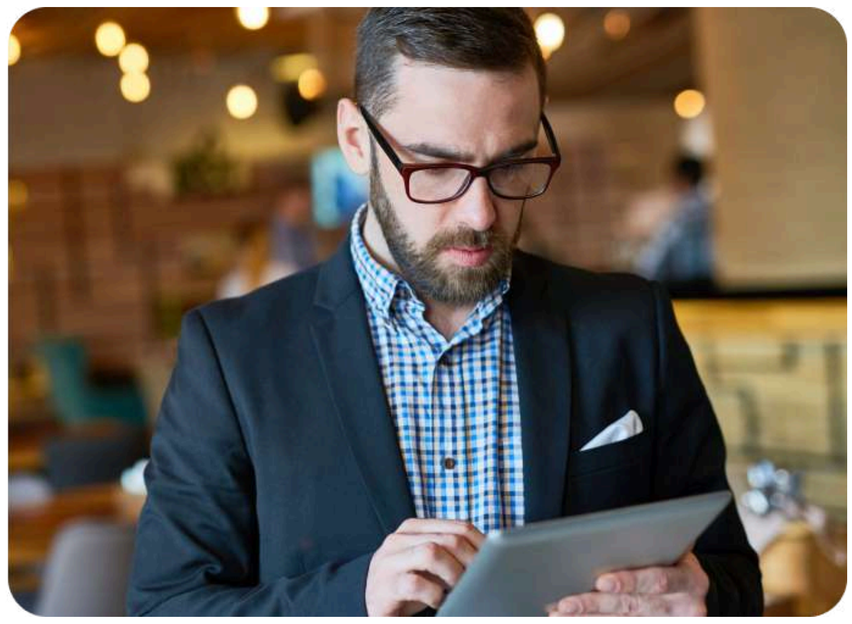
> “The system saves us time and makes the team’s daily work easier. At the same time, it reduces the risk of omissions and human errors in filling out and tracking the necessary documentation.

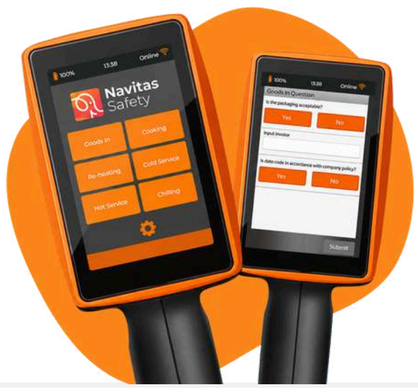
Zlatka Hadzhiyska
Chief Engineer / Safety & Security Manager

THE RESULT

The Results

Since implementing the **Navitas Safety DFS platform**, DoubleTree by Hilton Plovdiv Center has improved daily operational control, reduced manual administrative tasks, and ensured consistent compliance across key operations.





90 minutes saved per day

42 hours saved per month to focus on guest experience

63 working days saved each year



Operational Impact

Higher Task Compliance

Digital reminders ensure routine inspection records are completed on time, every time.

Better Error Reduction

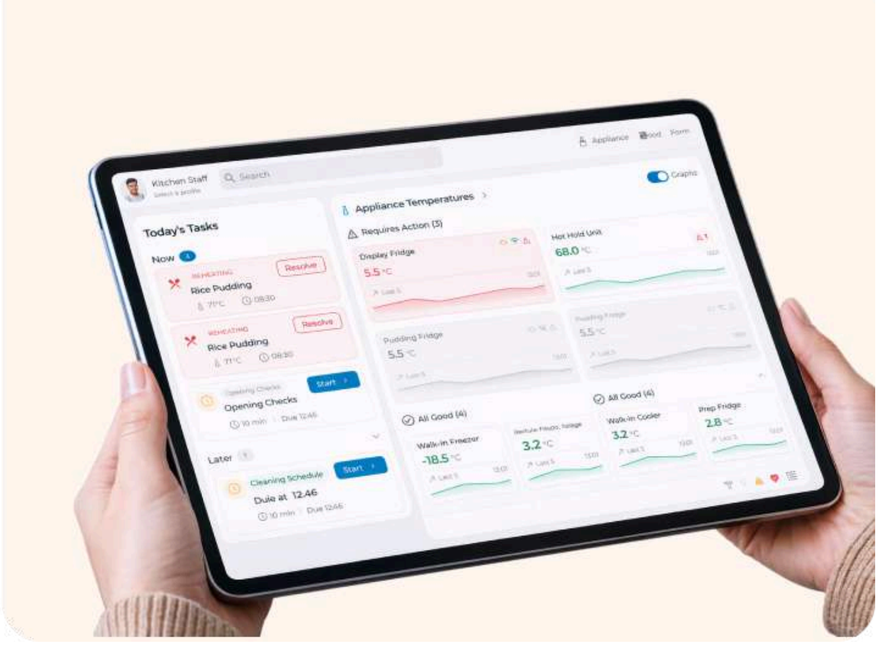
Automated workflows virtually eliminate human error in tracking daily safety metrics.

Consistent Standards

Streamlined control mechanisms help maintain Hilton's high operational and safety standards seamlessly.

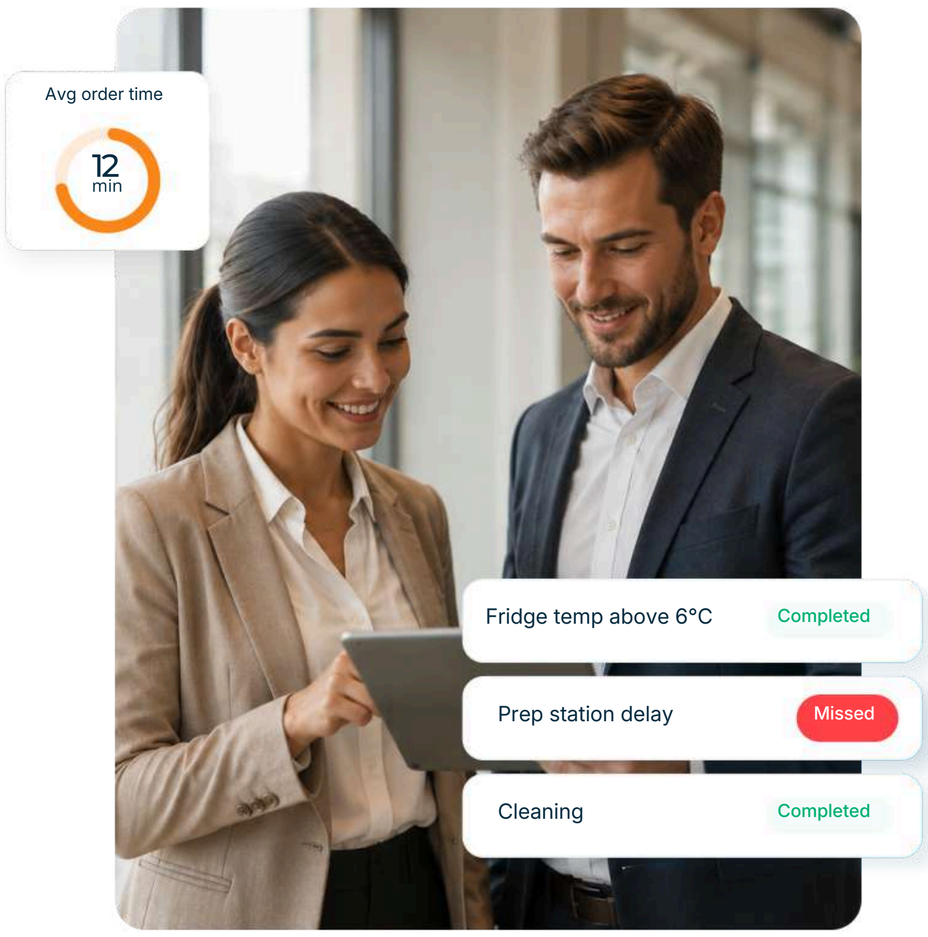
Sustainability Benefits

- Reduced paper and printing usage
- Lower travel-related emissions
- Reduced food waste through better monitoring
- Lower energy waste from early issue detection



NEXT STEP

Creating Safer Hospitality Operations



Navitas Safety combines digital food safety technology, operational expertise, and real-time compliance visibility to help hospitality teams reduce risk, streamline operations, and protect their brand reputation.

Make a one-time payment to get instant access with no recurring subscription fees or ongoing monthly costs.

Why Navitas

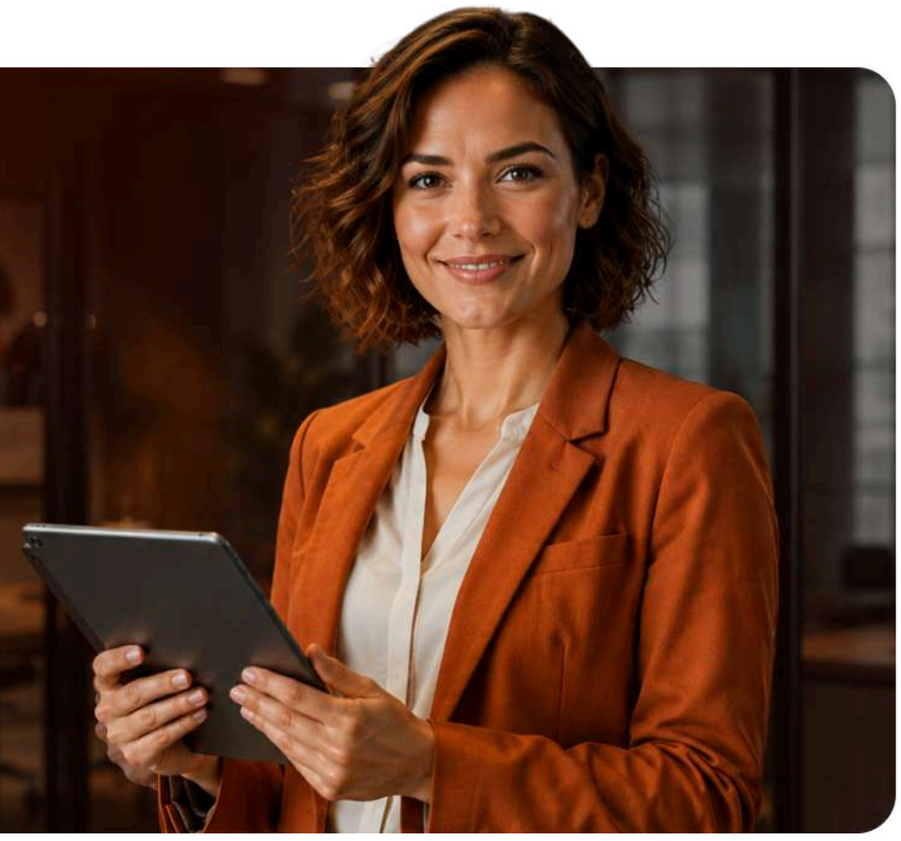
- 30+ years of hospitality safety expertise
- Automated food safety monitoring
- Trusted by leading hotel brands
- Multi-site operational oversight
- Real-time compliance visibility
- Digital audit-ready records

Trusted by 13,000+ hospitality & food businesses across the UK

ODEON · OCS · deliveroo · SELFRIDGES&Co · Welcome Break · Cycas HOSPITALITY

Ready to simplify food safety across your sites?

Book a demo with Navitas Safety to discover how digital monitoring, automated compliance, and real-time operational visibility can transform your hospitality operations.



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