

Our Durkan Hospitality sales force—the largest and most experienced in the business—draws on a deep well of knowledge that comes from more than a quarter century in the hospitality industry. That knowledge allows us to partner with you to ensure your project’s success, down to the last detail.



HOTELS • ASSISTED LIVING • RETAIL



SIMPLICITY RULES. More and more customers are minimizing the number of vendors with whom they do business. Durkan Hospitality is focused on supplying and servicing the Hospitality industry, and we lead the industry in our sheer breadth of offerings: print, CYP, and tufted including Merit and Durkan Suites, as well as our new DuraFlex six foot releasable print and print carpet tiles. As a dedicated business unit within the powerhouse of Mohawk Industries, we also offer the full gamut of flooring products—from carpet to vinyl to wood. No matter how large your order, you can be confident of our financial stability. We stand on our word and quickly take care of any issue that might arise along the way. And the luxury of one-stop shopping allows you to synchronize deliveries and benefit from the economies of scale we enjoy as the biggest in the business.

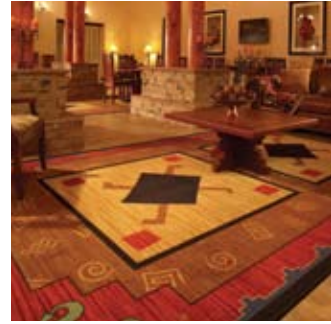
Customized Solutions, Unprecedented Service

EXPERIENCE BENEFITS OUR CLIENTS. We stake our business on taking care of the Hospitality community. Our depth of experience at every position in our company gives us the tools to smoothly address your needs. Many of our sales team members have been part of the Durkan family for more than 20 years. On the design side, we invest time and talent in the hospitality flooring industry’s largest internal interior design team, skilled at print, CYP, and Merit. Our designers specialize in the custom work that takes your projects to the next level. We have also partnered with several well-known textile designers to give you even more choices.

KEY ADVANTAGES FOR NATIONAL ACCOUNTS

When you choose Durkan Hospitality for your project, we proudly present you with the keys to opening up a whole new world of ease, practicality and efficiency.

- Simplicity of single source provider
- Dedicated HTS account team with a single point of contact
- Order processing and tracking of production shipments
- Preparation of seam diagrams
- Coordination of delivery with project manager, job site contact, and the installing dealer
- Customized project reporting
- Status portfolio that outlines your entire account
- Personalized service on a local and national level
- Preferred credit terms and payment options
- Preferred pricing
- Largest breadth of products, including hard surface products through the Mohawk family of brands
- Preferred warehousing
- Mohawk freight and logistics saves time and money
- Largest network of warehouses in the flooring industry nationwide
- Largest trucking fleet in all of flooring
- All carpet is 100% made in USA
- Specialized mill tours



INTIMATE KNOWLEDGE COUNTS. Via Hospitality Team Services (HTS), our customer service coordinators take care of national accounts. In conjunction with your local sales person, HTS delivers comprehensive, dedicated support on every level of the process—from order placement to manufacturing to shipping and installation. The hospitality business is often complicated and requires a custom approach to each project. The consistency and comfort of having someone who is there to help you day in and day out gives you room to focus on creativity and the end result. We understand the inner workings of the transactions relating to major national accounts, and we're by your side every step of the way, ensuring your delight.

STATE-OF-THE-ART PLANNING & ESTIMATING. Extra effort brings plans to life. Our talented P&E group's AutoCAD drawings show where the product goes and its cost. Then it gets better: A 2D perspective can be produced showing what the actual patterns will look like on your floors along with the total cost of the project. Even for our custom jobs, we can put this powerful tool in your hands in less than a week—the fastest turnaround in the industry. And new technology lets us put paper strike offs—a virtual sample of what your carpet will look like—in your hands quickly, allowing you to see multiple color options before going to carpet samples.

OUR COMMITMENT SERVES YOU. National accounts are eligible for preferred credit terms and payment options as well as preferred warehousing. We also deliver customized reporting and inventory tracking. Be our guest and see our excellence at our work firsthand when you take a complimentary mill tour. At Durkan Hospitality, our door is always open.

To contact a Durkan Hospitality National Account Manager specializing in your industry, please call 1.800.241.4580 ext. 62211 or visit our website at www.durkan.com.



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