



Ian Williams  
on behalf of  
Millennium Hotels:  
**Copthorne Hotel,  
Plymouth**

# Project: Cophthorne Hotel, Plymouth



**Task:** Internal refurbishment, including decorations

## Products used:

- Dulux Vinyl Matt
- Dulux Eggshell
- Dulux Emulsion
- Dulux Satinwood
- Dulux Vinyl Soft Sheen

**Client:** Millennium Hotels

## Background

Millennium Hotels & Cophthorne Hotels plc is a global hospitality management and real estate group, with over 120 hotels in 79 locations in Asia, Australasia, Europe, the Middle East and North America. Situated in the heart of Plymouth, is Millennium's Cophthorne Hotel.

## Project Details:

Ian Williams undertook an internal refurbishment of the hotel's restaurant, bar, lobby and overspill areas. The client specified Dulux products for all decorations and provided an artist's impression of how they wanted the completed works to look.

As well as internal decorations Ian Williams were responsible for applying a mural to one of the walls, using heavy duty wallpaper. The impressive mural featured iconic local landmark Smeaton's Tower.

Works were undertaken in two phases to minimise disruption to visitors and staff. The first phase included works to the restaurant and some of the toilets, whilst the second phase included the bar, lobby, remaining toilets and overspill areas.

The hotel remained fully operational throughout the works so operatives had to be mindful of working around both staff and visitors.

High-level quality checks were undertaken throughout the works by our Foreman and Contract Manager to ensure adherence to specification and works were handed over in phases to reduce disruption.



## The Challenges...

Key challenges in this project included:

- **Working in a live environment:** the hotel remained fully operational throughout the works and therefore careful programming of works was essential to minimise disruption to visitors and staff. Operatives were permitted to undertake quiet works between 8.30-10am, with all other works being completed between 10am and 5pm. In addition, as there was only one entrance to the restaurant, via the bar, phase two required erection of hoarding to act as walkway to the restaurant
- **Programme flexibility:** Some of the quiet works required out of hours working, including installation of suspended ceilings and laying of flooring latex to level the floor
- There was limited parking available, other than underground space, which was not convenient for storage and skips. We therefore had to ensure that materials were delivered daily 'just in time' to site. Furthermore, we liaised with an adjacent supermarket, which allowed us to utilise several of their spaces for parking and a skip, throughout the duration of the works.

### Apprentices/ Trainees:

Adam Stevenson: Level 1 Painting Apprentice  
 Sam Ward: Level 2 Carpentry Apprentice  
 Sam Doncaster: Level 2 Electrical Apprentice  
 Will Baskerville-Hicks: Trainee Surveyor

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