

# Turner & Townsend to manage Hilton Hotel refurbishment in Durban

The Hilton Hotel in Durban is currently undergoing a major refurbishment, which is being undertaken in five phases. The project is scheduled for completion in May 2017.



Presidential Suite, terrace: Sweeping view from the terrace of the Presidential Suite in the refurbished Hilton Hotel in Durban.

Midway through phase two, Turner & Townsend has been appointed as project managers for the entire refurbishment programme. In managing the project, it has introduced a benchmarking schedule and policy to align the contractor with the client and quality expectations and standards. This includes a rigorous snagging and de-snagging programme and policy to alleviate delays of phased room handovers to the furniture, fixtures and equipment (FF&E) team to meet the hotel's deadlines, occupancy requirements and stringent quality standards.

## Not without its challenges

Marc Binns, project manager for Turner & Townsend, says the Durban Hilton Hotel project is not without its challenges. "Firstly, this is a working hotel with a high occupancy, which means that noise levels must be controlled and limited to certain hours, while contractors can only be on site from Mondays to Saturdays.



Business lounge: The new business lounge in the refurbished Hilton Hotel in Durban.

The refurbishment project has already included the lobby and Big Easy Restaurant in phase one, conversion of what was formerly a hotel bar to a business lounge, ripping out fixtures and fittings and restyling suites – including the Presidential Suite - with a new aesthetic feel, and refurbishment of the executive lounge. Still to be completed are floors one to three which includes refurbishment of the ballroom and meeting and business room levels in 2018.

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