

Sheraton Vistana Resort

Landscape & Turf Services

CHALLENGE

Located at the front door to Walt Disney World, this 135-acre vacation ownership resort ranks as the first and still one of the largest in the Orlando market. Sheraton Vistana Resort consists of nine different Homeowners' Associations - all with their own pools and recreation centers as well as three restaurants, five tennis courts, three fitness centers, and an 18-hole miniature golf course. With over a thousand new owners and guests on property each week, the grounds always have to look fresh.

The villa resort is a part of Starwood Vacation Network™ (SVN), whose vision is to be the premier provider of world-class vacation experiences. SVN's commitment to exceeding guest expectations drives the planning and delivery of all decisions.

SOLUTION

Hire a company that is large enough to handle all landscape maintenance needs — including policing the grounds, arbor care, irrigation, agronomics, moving and pruning — all while providing personalized attention. ABM has been doing this for over 15 years. With several of the resort's full-time staff of 26 having over 10 years' tenure and the same ABM management on site for more than five years, the partnership is a very strong and trusting one.

BENEFITS

A full-time uniformed staff on property understands the needs and wants of vacation owners who are creating lifetime memories with their families and friends. The staff knows not only how to professionally maintain a large property, but also how to make a guest feel at home.

"I enjoy seeing the way the gardeners interact with our resort guests and Associates, all while making sure the grounds will look excellent for the incoming set of Owners and their families."

- Glen Vlastic,
Resort General
Manager



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