



**Who:**

Steve Tardugno oversees security, engineering, and maintenance at The Brownwood Hotel & Spa, a busy Florida property serving guests of the nearby community, The Villages.

**Situation:**

Before Snapfix, manual processes, language barriers, and outdated tools caused poor task visibility, communication issues, and frequent operational delays.

**Solution:**

Snapfix transformed operations with its simple red-yellow-green system, enabling real-time collaboration, easy compliance tracking, and instant onboarding—no training or complex setup required.

**Impact:**

Steve cut his work week from 60 to 48 hours. Task completion, accountability and data-driven maintenance all improved significantly.

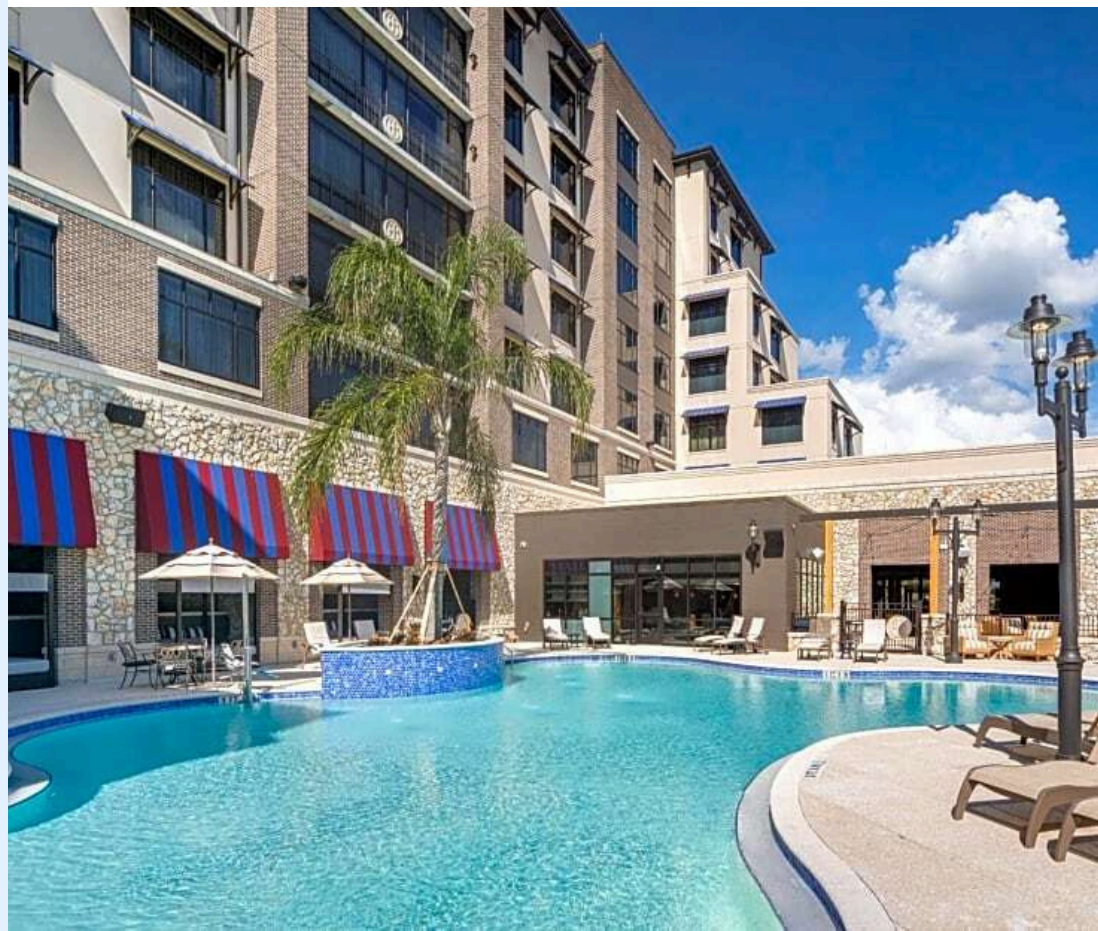
*“It was like cutting grass with a pair of scissors and now we are cutting it with a mower.”*

## Smooth Sailing in the Sunshine State with Snapfix

### About The Brownwood Hotel

The Brownwood Hotel & Spa, located in The Villages, Florida, is a premier luxury destination known for its top-tier hospitality and exceptional guest experiences. The hotel features 150 upscale rooms, a rejuvenating spa, a fitness center, an outdoor swimming pool, and a renowned restaurant offering gourmet dining. As a key hotel within the community, it caters to a diverse range of guests, from vacationers to business travelers.

Steve Tardugno, the hotel's Director of Security, Engineering & Maintenance, oversees daily operations and manages an interdepartmental team. With years of experience in hotel operations, Steve understands the challenges of keeping a property running smoothly. Before implementing Snapfix, he faced significant hurdles in tracking tasks, ensuring accountability, and improving cross-functional communication. Luxury hospitality demands high guest expectations and fast response times, making operational efficiency a critical success factor.



## Before Snapfix

Before adopting Snapfix, The Brownwood Hotel relied on an outdated and cumbersome task management system. Steve and his team attempted to manage operations using a DIY solution from the IT team with manually logged tasks on the hotel iPads. However, this system proved inefficient due to several key issues:

- **Lack of Visibility:** There was no clear oversight of completed or pending tasks.
- **Manually Logging Issues:** Tasks were not updated in real-time and had to be deleted when storage filled up.
- **Language Barriers:** Communication with Spanish-speaking staff was difficult and led to errors.
- **Time-Consuming Processes:** Maintenance requests and tracking required constant back-and-forth, slowing down operations.

Steve described the challenges of the old system, noting that there was no clear way to track completed tasks. The lack of proper task management often led to inconsistencies, and the previous system relied heavily on manual logging, which was both time-consuming and prone to errors. Historical tasks had to be manually searched for, but they were often deleted, resulting in missing records and no insights into the data.

He described the transition to Snapfix as a complete transformation: "It was a fuzzy picture—now it's a very sharp picture."

## Why Snapfix

Steve and his team explored several solutions, but most were either too expensive or overly complicated. Snapfix quickly stood out as the clear choice—with its intuitive interface, affordable pricing, and powerful ability to improve their maintenance and operations.

- **Ease of Use:** The intuitive red-yellow-green system was immediately understood by all staff.
- **Real-Time Tracking:** Unlike their old system, Snapfix provided instant updates and cloud storage, eliminating the issue of lost tasks.
- **Cross-Department Collaboration:** Security, housekeeping, maintenance, reception, and the restaurant team all had access to the same information.
- **Value for Money:** "Other products were cost-prohibitive, but you can't put a price on Snapfix" Steve noted, emphasizing its value.

Unlike traditional systems that required manuals or training sessions, Snapfix's visual approach made it easy for everyone to adopt. "The team was delighted to have a much easier solution," he said. "Everybody can use it, every department can use it."

*"You are wasting your days and time not having Snapfix."*

*Time is money and Snapfix saves both of those.*

*Everybody can use it, every department uses it.*

*Our operations are substantially quicker and clearer.*

*This has changed the game for us"*



Steve Tardugno,  
Director of Security & Engineering  
The Brownwood Hotel, Florida



## The Impact: Faster, Smarter Operations

Snapfix helped The Brownwood Hotel improve task management, communication, and daily operations, making it easier for teams to stay organized, work together, and get things done more efficiently.

### Increased Accountability

Tasks no longer sit incomplete or get lost in the shuffle. With the Snapfix traffic light system, every job has a clear status—red, yellow, or green—making it easy for staff to track progress and follow up on pending tasks.

### Faster Task Completion

Guest requests are now handled instantly with Snapfix. When a guest needs something delivered like a microwave, the team acts fast. Steve knows requests are tracked, completed quickly, and guests are satisfied.

### Improved Coordination

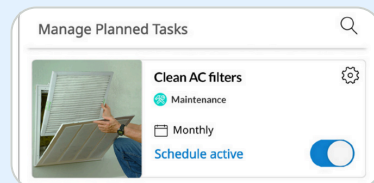
Snapfix has bridged gaps between departments, enabling them to easily collaborate together. The new [Snapfix Rooms](#) feature allows reception and housekeeping teams to stay aligned on check-in readiness.

### Optimized Maintenance Tracking

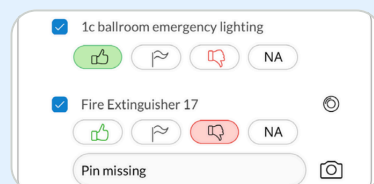
Fire safety checks are essential, and Snapfix's NFC tags make them quick and reliable. Staff can easily log inspections, stay compliant, and focus on critical maintenance without wasting time on manual tracking.

Steve emphasized the dramatic shift: "The difference is day and night. It was like cutting grass with a pair of scissors, and now we are cutting it with a mower."

"Our operations are substantially quicker and clearer," he added. "Time is money, and Snapfix saves both of those."



*Document daily room checks and schedule routine maintenance with Snapfix*



*Use Snapfix's custom checklists for fire safety walks*



### Snapfix is perfect for

- Reactive maintenance
- Planned maintenance
- Fire safety checks
- Guest requests
- Compliance
- Lost and Found

## The Impact: Streamlined SOPs

The Brownwood Hotel & Spa transformed SOP management with Snapfix. Previously stored in bulky binders, SOPs are now instantly accessible in the app. Staff across security, housekeeping, and maintenance follow consistent, step-by-step procedures—like operating equipment or responding to incidents.

For the security team, quick access to SOPs ensures proper protocols during emergencies, enhancing guest safety and reducing liability. This shift has streamlined operations, saved time, and improved consistency across all departments.

## The Impact: Work-Life Balance and Team Morale

Snapfix didn't just improve hotel operations—it also had a personal impact on Steve and his team.

**Reduced Work Hours:** Steve's work week dropped from 60 to 48 hours thanks to Snapfix, freeing up more personal time. "I no longer have to play catch-up at home—I have more time to watch the ball games."

**Empowered Team:** With better task visibility, staff have gained confidence and required less oversight. Even those "technologically inept" find the app easy to use.

**Better Communication:** Snapfix eliminated language barriers— "The red, yellow, and green are universal—we all know what it means, and that's the simplicity of it."

**Motivated Staff:** To further drive engagement, Steve introduced an "Engineer of the Month" competition, rewarding the most proactive Snapfix user. This friendly challenge encouraged accountability and boosted team morale.

## Conclusion

Snapfix has revolutionized hotel operations at The Brownwood Hotel & Spa, saving time, improving efficiency, and boosting morale. Steve and his team now operate with precision, handling maintenance requests, compliance tracking, and guest services seamlessly.

For US hoteliers looking to streamline their operations, Steve has one message: "This has changed the game for us. There's nothing else like it. This will change your life."

For any hotelier still on the fence, Steve offers a final piece of advice: "The red-yellow-green system is stupid simple, but it is perfect for what you need in hotels."



Ready to streamline your hotel's operations?

Get in touch with our sales team to schedule a free demo or visit us at [snapfix.com](https://snapfix.com)

*"The red-yellow-green system is stupid simple, but it is perfect for what you need in hotels."*

*Likelihood to recommend  
10/10*

*Return on investment  
5/5*

*Customer Service  
5/5*

*Ease of Use  
5/5*

*Implementation  
5/5*