



# A magical relationship

HOW MAGIC SPRINGS WATER AND THEME PARK  
USES STAPLES TO COAST THROUGH ITS BUSY SEASON.

## CHALLENGE

Magic Springs Water and Theme Park needed a facilities partner to help them find the best janitorial products at competitive prices.

## SOLUTION

The park partnered with Staples to consolidate ordering, choose the best products for the job and even install the most efficient dispensers.

## RESULT

Magic Springs reduced overall facilities costs and ordering time and found a long-term partner in Staples.



## CHALLENGE

When Justine Storrie took over as operations manager at Magic Springs Water and Theme Park in Hot Springs, Ark., she inherited 170 employees, 7 restrooms, 90 restroom stalls, and the responsibility of keeping Arkansas' favorite family attraction clean and safe for visitors.

The job came with significant challenges: a roster of products that she had not chosen, supply costs that were higher than she preferred, and an ordering process that could take up her whole day if she let it. Storrie wanted to make sure she was using the best products and getting them at the best prices. She knew that managing facilities for the park would mean expecting the unexpected — and to do that, she needed not just a great vendor, but a great partner.

She got bids from a number of companies, but no one impressed her as much as Staples.

## SOLUTION

During the bid process and beyond, Storrie worked closely with her account manager Patrick at Staples.

“He came out and showed me how much Staples actually does — their products and services.”

Patrick helped Storrie choose the right products for the park, but there was one category that she just wasn't sure about; she didn't know which paper and soap dispensers would be most effective in the park, or how she was going to handle the install. “Together we chose the products that we thought would be right for me, that fit best with my capacity and price options,” said Storrie. “Then Staples sent me some samples and let me try them out.”

The opportunity to test the dispensers and products made Storrie's decision an easy one. And then once she chose her products and dispensers, her apprehension about the install evaporated when Staples sent a team to take out all the old dispensers and install the new ones, free of charge.

## MAGIC SPRINGS WATER AND THEME PARK

*Continued from front*

“When I was making the decision to switch, we wondered how we would handle the installation of the dispensers,” she said. “But Staples took care of it.”

Storrie has also been able to consolidate ordering for the four departments she manages — a huge time savings, especially since she can manage everything through one login.

“As I became more familiar with Staples, I realized just how much they had,” she said. “Finding out that they have pretty much all of the supplies I use in case I run out and need something fast was pretty awesome. Even if I think, I can’t imagine they’ll carry this — if they can’t find it, they’ll tell me where I can look.”

Among the unexpected products Storrie has been able to add to her Staples orders: first aid supplies, floor mats, key chains, landscaping and gardening tools, and pens. (“Ride operations, first aid department and base command — apparently they all need pens.”)

### RESULT

The Staples team has provided ongoing guidance and product information. This ongoing support became especially important a year after the install when new Americans With Disabilities Act (ADA) standards went into effect, and Storrie realized she had some compliance issues.

She called Staples to talk about choosing new ADA-compliant dispensers.

“They knew what to do, what to suggest, and about a week after that first call, they were at the property installing the new dispensers,” she said. “It went so smoothly.”

With Staples, Storrie hasn’t just hired a vendor, she’s found a partner. With round the clock customer support, a powerful and user-friendly website, and a huge array of quality products at competitive prices, Staples helps Storrie successfully keep Magic Springs Water and Theme Park and its 7 sets of restrooms clean, inviting, and useful for the park’s visitors, even during the park’s busy peak season.

“I switched over to Staples and haven’t used anyone else since,” she said.

**To learn more, please visit [StaplesAdvantage.com](https://www.staplesadvantage.com).**

# 90

restroom stalls the Magic Springs cleaning crew must maintain.

# 170

total employees on the Magic Springs operations crew.

# 223

cases of paper towels Magic Springs went through last year.

**“I met with Patrick, who is now my account manager. He came out and showed me how much Staples actually does — their products and services. I switched over and haven’t used anyone else since.”**

*Justine Storrie,  
Operations Manager,  
Magic Springs*

### COMPANY AT A GLANCE

## Magic Springs Water and Theme Park

#### OVERVIEW:

Theme park, water park, and concert venue in Hot Springs, Ark., fifty miles from Little Rock.

#### KEY FACTS:

- Janitorial staff includes three supervisors overseeing a staff of 20
- The park has seven sets of restrooms comprising 90 stalls in its public guest areas
- During the peak season, Storrie orders 10–12 cases/week each of toilet paper, paper towels, and trash bags

**WEBSITE:** [www.magicsprings.com](https://www.magicsprings.com)