

## CASE STUDY



# Gaylord Palms Osceola Ballroom

## Executive Summary

As part of a \$158 million renovation at Gaylord Palms Resort and Convention Center in Orlando, Florida, the Osceola Ballroom underwent a major transformation to enhance its functionality and aesthetic appeal. KENPAT, a leading specialty contractor, was chosen to enhance the ballroom's ceiling and architectural elements, elevating its overall design. The project involved replacing existing suspended half domes with new sub-ceilings, intricate Glass Fiber Reinforced Gypsum (GFRG) assemblies, and acoustical ceiling tiles. KENPAT's expertise in precision fabrication and installation ensured a seamless execution within a tight timeframe. The successful completion of this high-profile renovation was recognized with the 2024 Excellence in Construction Eagle Award from the Associated Builders and Contractors (ABC) Central Florida Chapter, reinforcing KENPAT's reputation for quality craftsmanship and innovation in specialty contracting.

## Project Bio

**Project:** Gaylord Palms Osceola Ballroom

**Address:** 6000 W Osceola Pkwy, Kissimmee, FL 34746

**Scope:** KENPAT provided and installed custom GFRG ceilings as well as acoustical ceiling tiles and grid

**Vertical:** Hospitality

**General Contractor:** D.F. Chase, Inc.

**Architect:** : BLUR Workshop

**Dates:** December 2023 – January 2024

**Awards:** 2024 ABC Central Florida Excellence in Construction Eagle Award

## Situation

The Gaylord Palms Resort and Convention Center was undergoing a comprehensive \$158 million property-wide renovation, which included remodeling of the 48,505 square foot Osceola Ballroom.

The Osceola Ballroom is designed to accommodate the most significant and opulent events. The hotel appointed General Contractor D.F. Chase, Inc., to oversee the renovation project. In turn, D.F. Chase, Inc. engaged KENPAT to undertake the renovation of the ballroom's ceilings and walls.



## Task

Before renovation, the ballroom had four large, suspended half domes in 41-by-25-foot alcoves.

These and their sub ceilings were replaced with new sub ceilings, drywall, and ornate GFRG assemblies covering about 3,200 square feet. KENPAT removed 25,000 square feet of outdated wall coverings and molding to install new chair rails, baseboards, and upgraded wall treatments.



## Action

KENPAT started renovation by removing the four large, suspended half domes from the ceiling. Formglas in Mexicali, Mexico, digitally modeled, molded, and cast 600 GFRG shapes. These pieces were shipped to Gaylord over three weeks in five shipments. Each piece was inventoried and quality-checked before being given to the electrician for lighting and wiring installation. KENPAT installed the new sub-ceiling for the GFRG components and constructed prefabricated two-step soffits, resulting in significant time savings. They utilized a drywall routing machine that reduced the need for cornerbead material and minimized finishing hours, thereby helping them maintain their project schedule.

With various GFRG shapes prepared with wiring and lighting installed, the suspension of the GFRG commenced. The GFRG shapes were of different sizes. Each piece was individually lifted onto the scaffold and positioned directly beneath its designated location. To minimize staining and dirt accumulation, KENPAT built a stand where the shapes could rest during installation, reducing handling.

The installation of 16,000 square feet of new 4-by-4-foot acoustical ceiling tile was executed concurrently with the GFRG installation. The preceding tasks included mechanical, electrical and plumbing rough-in, new speaker installations, new sprinklers, and other requisite preparations. During the installation of the GFRG and ACT, KENPAT concurrently addressed the perimeter walls. Our team removed 25,000 square feet of old wall covering and molding to facilitate the installation of new chair rails, baseboards, and wall coverings. The walls were meticulously skimmed and sanded to ensure proper adhesion. Upon completing the wall preparation, KENPAT promptly installed new wall coverings, sconces, and moldings.



## Result

In just a few weeks, the 48,505-square-foot ballroom was completely transformed into a modern, elegant venue. While it posed many challenges, this was a rewarding project of which everyone involved should be extremely proud.

The project was recognized by the ABC Central Florida Chapter with its Excellence in Construction Eagle award.

