

TRANSFORM YOUR GUEST EXPERIENCE WITH TEAM COMMUNICATIONS



It takes smiling, calm and helpful staff to deliver outstanding guest experiences, day-after-day. Happy and relaxed guests post five-star reviews on social media and come back. At the heart of everything is seamless, reliable, instantaneous communication, connecting the teams that work together to delight guests at every moment. Motorola Solutions has always been a leader in the development of communications technology for the hospitality industry. Motorola Solutions Team Communications can connect your teams on every floor, in every building and at every corner of the most ambitious hotel, resort or large venue. Staff are knowledgeable and responsive and work order changes are communicated clearly, and in an instant. Guest satisfaction scores soar because excellent team communication transforms guest experiences.

“50% of travelers have written an online review in the last 12 months.”

Phocuswright's U.S. Traveler Technology Survey Sixth Edition

KEEP GUEST SATISFACTION AT THE FOREFRONT

There's no such thing as a routine day in hospitality. It's a people business, and people – especially people on holiday, or traveling on business – go with their own unpredictable flows. Your teams must be able to respond in the moment to guest requests. A couple more towels. A sauna cancelled, but a massage booked instead. A last minute change to the program for a major event. More serious incidents, such as disruptive weather or an accident on the premises, rely even more on dependable and clear communication links, to keep everyone safe and minimize the consequences.

Team Communications for hospitality offers a flexible platform so your teams stay connected and informed no matter their device or network. They can communicate instantly and securely via push-to-talk (PTT) between smartphones, radios, computers, landlines or any other devices. You can also augment your communications system with a rich application ecosystem for additional operational context and intelligence. Now you can select the right device for each worker, confident they can communicate and collaborate with each other. Visiting event teams and contractors who bring their own devices can also become part of the Team Communication system, ensuring guests receive great service from staff who have instant access to information, on the spot. The Team Communications platform unifies your teams and helps to send guest satisfaction scores soaring.

COMMUNICATE IN AN INSTANT

When it comes to speed, nothing is faster than push-to-talk. Motorola Team Communications provide the instant group communications needed for high-performing teams. Use radios for clear voice in any condition, or the WAVE™ broadband PTT application for instant anywhere connectivity. Because when your staff needs to help keep a guest happy, every moment matters. With Team Communications your teams can simply push, talk and confidently get the help they need.

DRIVE EFFICIENCIES ACROSS YOUR OPERATION

Maintenance teams must respond rapidly if there's a problem in a room. Housekeeping needs to know immediately if a room is being vacated earlier or later than planned. At the same time, operating profits are absolutely dependent on efficient day-to-day operations. Every moment saved and every reduction in costs contributes to the bottom line. Motorola Team Communications for hospitality provides the communications infrastructure that unlocks efficiency in every area of the operation. Last-minute changes to an event can be communicated instantly to food and beverage teams. Concierge staff have immediate, direct access to guest service teams wherever they happen to be. Processes can be automated with work order ticket management, reducing errors and streamlining operations from end to end. As a result, guests get effortless, responsive service.

Together, our PTT offerings and complementary workforce management applications provide enhanced team communications that improve the real-time flow of information, ideas and decisions that drive efficiencies, improve collaboration and enrich guest experiences.

“Almost 80% of radio users...say having fast, immediate group communication is important in their business environment.” 2016 Motorola Solutions Commercial Survey

ASSURE SAFETY AND SECURITY

Security teams depend on excellent communication under all circumstances. From a celebration that gets too rowdy, to a serious threat – such as an aggressive intruder or a suspect package – instant, clear communication is essential for the safe resolution of the incident. Accidents and injuries, affecting guests or staff, also need prompt, effective response. On-site medical assistance teams have to know exactly where to find someone who needs help. Security teams need to coordinate their responses to threats across large areas and into the more remote sections of large buildings. Duty managers must be able to give first responders clear and precise information about any incident, directing them quickly to the right location.

We've applied our years of experience building specialized technology for police and fire first responders to the development of Team Communications solutions for hotels, resorts and large venues. Communications systems can extend beyond the digital two-way radio network, ensuring everyone can communicate instantly – even to smartphone users. Guests and staff can feel safe because harm can be mitigated and risk can be controlled. The Team Communications solution delivers the audio quality, coverage, battery life and built-in intelligence that helps safety and security teams to protect people and property round the clock.



“Hotel executives have told Hospitality Technology that keeping pace with rapidly escalating guest expectations is the number one challenge facing their technology teams.”


Lodging Technology Study 2016, Hospitality Technology

TAKE YOUR COMMUNICATIONS FURTHER


INEFFICIENT COMMUNICATIONS DRAIN RESOURCES AND CRIPPLE PRODUCTIVITY

80%⁽¹⁾ 


OF BUSINESS CALLS GO TO **VOICEMAIL**

28%⁽²⁾ 

OF THE AVERAGE WORKER'S WEEK SPENT **MANAGING EMAILS**

96%⁽³⁾ 

OF EXECUTIVES HAVE LACK OF COLLABORATION OR **INEFFECTIVE COMMUNICATION** AS THE MAIN SOURCE OF WORKPLACE FAILURES

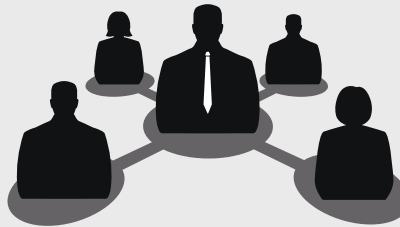
85%⁽⁴⁾ 

OF WORKERS COMPLETE THEIR OBJECTIVES USING **MULTIPLE DEVICES**

IMPROVE WORKPLACE EFFICIENCY WITH UNIFIED TEAM COMMUNICATIONS

20-25%⁽⁵⁾

AVERAGE IMPROVEMENT IN PRODUCTIVITY IN ORGANIZATIONS WITH **CONNECTED EMPLOYEES**



MOTOROLA SOLUTIONS **TEAM COMMUNICATIONS** FOR HOSPITALITY

ANY TEAM MEMBER



GENERAL MANAGER

- Instantly contact all employees with PTT app
- Monitor emergency talkgroups
- Stay connected from anywhere



GUEST SERVICES MANAGER

- Use work order ticket integration for better workplace efficiency, guest service
- Communicate with employees over greater ranges with clearer voice communications
- Dispatch closest security employee to scene quickly during emergency



STAFF

- Use text messages to communicate discretely without disturbing guests
- Submit work order tickets when notified by guests for quick resolution
- Extended battery life for long work shifts



MAINTENANCE

- Use hands-free communication to focus on the job at hand
- Receive alerts directly to radio through work order ticket management

ANY NETWORK



LAND MOBILE RADIO



CARRIER NETWORK



WI-FI



LAN



TELEPHONY

ANY DEVICE



ANY APPLICATION

- Work Order Ticket Management
- Dispatch Solutions
- GPS Tracking
- WAVE™ PTT

SOURCES

1. **80%** - <https://www.ringlead.com/25-sales-outreach-statistics-help-sell-better/>

2. **28%** - <http://www.mckinsey.com/industries/high-tech/our-insights/the-social-economy>

3. **96%** - <http://blog.thinkahead.com/ceos-will-love-enterprise-file-sync-share-efss>

4. **85%** - bit.ly/qjik-multiple-devices-report

5. **20-25%** - <http://www.mckinsey.com/industries/high-tech/our-insights/the-social-economy>

COMMUNICATE WITHOUT BOUNDARIES

Forget about networks, devices or geographic boundaries – your team stays connected from any device, anywhere. Whether they are greeting guests at the front desk, servicing equipment in the convention center or even at a sister property hundreds of miles away, with the Motorola Team Communications solution your team is always just a 'push' away. Your staff can use the devices they already have – whether it's smartphones, radios, computers or telephones – or you can equip them with new ones that are fitted to their responsibilities and work environment. They'll have access to real-time information and the colleagues they need to get the job done right.

ENHANCE PRODUCTIVITY

Finding committed, professional and intuitively guest-focused employees is a constant challenge. So when you've got them, it's essential to give them the tools they need to work at their best through every shift. Keeping everyone connected is a critical step to higher productivity, especially at large complexes. If staff working away from the main property can access co-workers and information they need at the touch of a button, they can respond quicker and focus on keeping guests happy. Together, MOTOTRBO radios and WAVE PTT clients deliver the coverage and audio quality that help to ensure clear communication everywhere. Convention center staff can orchestrate the complex teams they need to deliver successful events. Staff in sports facilities can call for help instantly in the event of an accident. Drivers of shuttle buses or guest transfer limousines can be re-routed to avoid delays. Guests and staff can be safer and events can unfold without disruption. Motorola Team Communications brings a whole new level of staff collaboration capabilities, transforming productivity for hotels, resorts and large venues everywhere.



“One of the WAVE benefits we have seen is removing all boundaries from a communication perspective, so whether an employee or supervisor needs to speak to their direct manager across the city or across the country, those boundaries have been removed. They are able to support customer service in a much better way.”

Executive Director of Enterprise Telecommunications, MGM Resorts

TAKE YOUR COMMUNICATIONS FURTHER WITH MOTOROLA SOLUTIONS TEAM COMMUNICATIONS

Motorola Team Communications connects your staff instantly, without boundaries and with more information at their fingertips. You can enrich your communications with data and applications designed to simplify your communications and workflows. Improve your staff awareness with indoor location tracking and alarm management. Keep your communications secure with wireline integration for encrypted talkgroups across radio and broadband. And you can ensure safety with man down and lone worker functionality. Integrate new and current software applications within the Motorola Solutions' ecosystem so your staff can focus less on their communications systems and devices and more on serving the guest in front of them. Better team communications can help your staff elevate the guest experience – so that they not only become repeat customers, but your best reviewers and advocates.

Learn more at www.kelcomradio.com



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