



# LEVERAGING TECHNOLOGY TO ENHANCE HOTEL OPERATIONS



call systems  
technology

Passionate People. Proven Solutions.





Enhance the  
**guest experience**



Increase **staff**  
**productivity**



Transform  
your **ROI**



**Flexible**  
**solutions**



Dedicated  
**help desk**

## ABOUT CST

Call Systems Technology Ltd (CST) specialise in innovative communication technology and software solutions that transform and enhance the hospitality and retail experience – for both customers and operators. As communication partners to over 15,000 system users we believe our success stems from our ability to listen and understand customers' on-site communication requirements. Our ethos of working with and working for passionate people in the industries we serve is second only to our innovative technology and world class customer care.

Gen2 is a revolutionary real time messaging software solution that unifies all communication channels within a hotel. The server based system directs messaging between staff whilst integrating with equipment and controls. Taking data from access control systems, fire panels and CCTV systems, Gen2 routes them to the desired contacts, either an individual or an entire group. Whether it's a status update or a life-safety alert, you can be confident the right people will receive the information. Users have complete control; messages can be easily formulated using the Qwerty keyboard or can be chosen from a pre-set list.

“ Every hotelier knows communication is key to running a successful operation. Gen2 has helped us to better connect our teams with each other as well as to our guests, ensuring we continue to offer the very best customer experience.”

**Handpicked Hotels**



False fire evacuations occur more often than they should during hotel stays and have a detrimental effect on both the guest experience and hotel revenue. Imagine the cost involved if every guest claimed compensation or expected a full refund following a middle of the night evacuation. By employing AlarmCall, a sophisticated paging system, hotels can ensure they are upholding the highest standard of fire safety whilst maintaining guest satisfaction. When an alarm is triggered the system pinpoints the exact location of the alert and notifies the designated staff member, giving them the opportunity to establish the validity of the alarm. If the alarm proves to be false it can be cancelled before the signal notifies guests and staff to evacuate.

“The beauty of this system is that it adds to public safety because it delivers an instant response to a fire alarm.”

Greater Manchester Fire and Rescue



Give staff instant and reliable communication with two-way radios, the exceptional sound quality allows team members to uphold the highest level of customer service by rapidly responding to customer needs and requests. Noise suppression technology filters out external sounds to ensure communication is always precise, even in the busiest hotel. Staff no longer need to be in one central location to communicate and because messages and requests are being delivered immediately staff are able to re-master their productivity and efficiency.

“ Our new radios work extremely well. We now have direct communication with each other, as well as with front of house & banqueting staff within the hotel.”

**The Sheraton**



Strategically placed throughout hotels, call buttons enable guests to request staff or service with minimal effort, enhancing both staff productivity and the guest experience. Once a call button is pressed a signal is transmitted directly to a panel or pager, which notifies staff of the exact location requiring service. Utilise call buttons on concierge desks to offer a 24-hour reception, whilst managing labour costs, or place them in meeting rooms to offer exceptional service without being intrusive. Call buttons come in a wide variety of sizes, materials and textures so they can be matched with individual hotel décor.

“It does everything we want and more. It's delivered big improvements in customer service. The hardware is great and the software backs it up. It's fantastic.”

**Holiday Inn**



Created specifically for the hotel industry, Night Porter allows hotels to maintain service and safety across the entire 24-hour period. Located at the front entry, the paging system eliminates the constant need for door staff, especially during the night when guest flow is limited. Designated team members are instantly notified when a doorbell is triggered, meaning guests are not left waiting for long periods and staff never miss an opportunity to attend to other tasks. Night Porter can be easily integrated with alarms and call buttons for a complete communicate package or used stand alone to increase staff productivity and reduce labour costs.



Keep managers, chefs and waiters in direct communication and working more efficiently with a WaiterCall paging system. When meals are ready to be served the chef uses a kitchen transmitter to send a silent message to the appropriate waiter's pager. The pager vibration signals the exact moment an order is ready to be collected, eliminating the time servers waste walking to and from the kitchen pass, whilst ensuring food is served at the optimum temperature. If meals are not collected within a specified time the system will page the waiter up to three times before a manager is automatically notified. Servers handle tables more productively and are able to spend more quality time with guests, selling more and keeping them satisfied.

“ Food goes out quicker and hotter and our waiting staff are not making wasted trips to the kitchen, which means more time to spend with patrons.”

Whitbread





Providing high clarity communication, DECT is a cost effective solution used throughout hotels to easily connect different departments without the reliance of mobile phones. Tried and tested, DECT handsets are perfect for hotels with vast grounds to maintain or for ones in remote locations where cell signal is limited. Alarms and messages are sorted by importance, with the most urgent at the top, giving staff a clear and concise way to prioritise appropriate action. For staff working alone, late or overnight handsets can be supplied with precise positioning to increase safety.







**Phone:** +44 (0) 208 381 1338 • **Email:** [solutions@call-systems.com](mailto:solutions@call-systems.com) • **Web:** [call-systems.com](http://call-systems.com)