call systems
technology

EasyCall

Customer-to-Waiter Paging System

Service at the touch of a button

Allow customers to summon staff

Increase profits with quicker service

EasyCall buttons increase profit by allowing customers to call staff quickly and easily. Call buttons encourage diners to order food and beverages without having to wave or call out for assistance. As front-of house staff can respond immediately, customer satisfaction levels rises.

Simple to use

EasyCall is a unique, dedicated communication system designed for the hospitality industry. It enables guests to call for service at the touch of a button. When a customer has pressed a button, a signal is transmitted directly to a panel or waiter pager. The staff pagers feature vibrate or tone alert options, and can display the table requiring service.

Affordable customer service

EasyCall is a low cost paging system that demonstrates its return on investment as soon as you begin using it. Using EasyCall shows your restaurant cares about the quality of customer service.

Customisable to suit your décor

The call button can be positioned on a table or fitted to a wall in your catering outlet. EasyCall has numerous design options to match its surroundings. It offers two button options: one the size of a £2 coin that can be counter sunk into a table top or a custom designed menu stand, the other is 11cm in diameter, surface mounted with an optional menu holder. Some options are IP rated weather-proof and suitable for outdoor conditions.

Call buttons can be designed with menu holders or areas for customisable promotions.

"Do we really need these? We pay our staff to serve customers."

Yes, as members of staff might not always be available or visible. EasyCall increases staff productivity and enhances your service. Customers no longer need to call or wave for service. Waiting staff can attend to other tasks when not required by customers.

Surely the customer will call a staff member if they need anything?

Not true! Customers often feel embarrassed calling for attention. EasyCall allows them to discreetly summon assistance when needed, leading to improved service and increased additional sales.

anywhere on site

Integrate with other communications software

EasyCall can be used standalone or interfaced with Genesis Paging Software, allowing the manager to log and monitor all service requests.

Genesis

EasyCall system features:

Buttons (wireless micro-transmitters):

• Small, about the size of a £2 coin

• Battery operated (100,000 presses)

• Weatherproof

• Can be countersunk directly into tables

• Variety of housing available/bespoke designs

• 2-button option available as a branded faceplate

Display panel:

• 16 / 32 / 64 button panel options

• Wall or desk mounted

• Optional audible tone alert

Pagers:

• Alphanumeric

• Vibe / tone

• Battery operated

EasyCall wood casing options:

Crystal, black, or walnut acrylic:
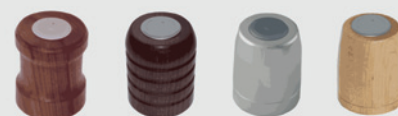
Corian various colours available

Service icon, company branded, or customised

More restaurant–style buttons include:

Pepper pots and condiment-style casing

Weighted black or metallic silver/gold buttons:

Very small crystal or clear perspex designs:

More specific customisation or branding is also available. The above designs are simply examples of popular casing options. More examples are available upon request.

"How do I know which table a call is from?"

Each call button has a unique address. When a button is pressed, this information is sent to the display panel or staff pager.

"The buttons don't suit our décor..."

EasyCall buttons can be customised to blend in with your décor, or stand out for attention – the choice is up to you! Let us know what you need and we will design it for you.

"Can the buttons be used outside?"

The porcelain and mini buttons are weather-proof and can be used in outside areas where customer requests can sometimes be missed.

Call Systems Technology

Established in 1995, CST is the market leader in UK hospitality paging systems. Customers range from independent hospitality and leisure venues to global retail and manufacturing companies.

- Proven leaders in wireless technology
- Robust and reliable systems designed for everyday use
- Excellent warranty service & after care
- Experienced in major implementation & roll-outs with leading brands and corporations
- Excellent references and client testimonials
- Over 15,000 systems supported in the UK & Europe
- Partners with world leaders

CST offers a range of paging solutions to enhance your business efficiency and customers' experience.

Distributed by:

CustomerCall *Restaurant Paging System*

Queuing customers can wait where they wish when handed a CustomerCall™ pager. As soon as it it their turn to be seen, or as soon as their table is ready, an alert is sent to the pager. No more unsightly queues and congestion, and staff spend less time searching for customers.

TrackSmart™ *Customer Location System*

The TrackSmart system helps staff deliver food to seated customers faster. Once guests order, hand them a guest tag and the RFID technology notifies staff where to deliver each order.

WaiterCall *Waiter Paging System*

Our popular wireless paging systems enables the kitchen to alert service staff as soon as orders are ready for collection. Meals are served hot and fresh, and waiters spend more time on floor serving customers.