

Reinventing Push-to-Talk for the Hospitality Industry

21st Century Integrated Communications

Presenter

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This document describes a new, integrated approach to voice and data communications for Hotels, restaurants and tour companies that provides technological leading-edge capabilities in the field and the main office.

Integrating Voice and Data for Efficiency

Whether you're general manager of a hotel, a restaurant owner, or security director of a gaming resort, the ability to communicate instantly across an organization and access line-of-business data is critical to enhancing a guest's experience, boosting employee productivity, or resolving a business or customer issue. KG Comm-powered Push-to-Talk enables managers and staff to do their jobs more efficiently and effectively through real-time communications and application integration that utilize a single device – saving both time and money for an organization.

Enhancing Guest Experience

A major public figure walks into your restaurant or gaming facility — a platinum status guest checks into your hotel — These are examples of situations that require real-time and efficient mobile communications to ensure customer satisfaction. With KG Comm-powered PTT, front desk staff and guest services personnel can instantly communicate with the right individuals and groups to ensure customer's needs are immediately taken care of — whether it's a preferred table, surprise birthday cake, or second set of feather pillows delivered to their room.

Boosting Employee Productivity

For employees in the hospitality industry, the turnaround time for guest requests is generally very short. Being able to instantly communicate guest requirements and the status of resolution to one or multiple departments is critical to ensuring customer satisfaction. The ability to quickly convey requests via real-time voice or messaging — using just one device — saves time and money, and just one of the benefits offered by KG Comm-powered PTT.

Simplifying Communications

Many hotel executives and managers carry a smartphone for cellular calling and accessing mobile business applications. Communicating with staff members that use two-way LMR radios requires carrying a separate PTT-enabled device, which lacks convenience and adds additional communications expense. With KG Comm-powered PTT, users can carry just one device, a PTT-enabled smart phone for instant voice communications, text messaging, and access to key business applications — making it convenient to stay in touch. Staff members can also continue to use existing two-way radios as KG Comm-powered PTT supports LMR interoperability.



Housekeeping



The housekeeping department is one of the key functional areas in the lodging business and receives a broad range of customer requests ranging from linen preferences, amenities replenishment, maintenance requests, and laundry delivery.

Housekeeping often has the most direct guest interaction and traffics requests to other departments including engineering, room service, and the front desk. KG Comm-powered PTT supports a variety of communications devices that leverage an integrated set of contacts and groups enabling housekeeping services to remain service oriented and customer focused.



Guest Services



For guest services personnel including front desk, concierge, bell stand, and parking valet departments, having the ability to communicate with individuals and groups at the touch of a button is both simple and efficient.

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Food & Beverage



One of the most high profile areas of the hospitality industry is the Food and Beverage department that spans bars, restaurants, room service, and catering events.

This department must have the ability to quickly serve meals and beverages to large groups as well as provide more personalized room service and table or poolside delivery. Food and Beverage personnel span a wide range including the executive ranks leading the events - to banquet managers managing the front and back of the house - to wait staff who are actually serving customers. KG Comm-powered PTT supports a diverse range of smart phone devices, feature phones, and two-way radios, as well as important accessories including wireless PTT headsets and discrete earpieces to best address this segment of the hospitality industry.



Security



Many security departments within the hospitality industry utilize a broad set of communications services including PTT, LMR, and PC-based dispatch applications.

Security personnel need the ability to reach the right person or group at any time, regardless of the location of individual or device used. KG Comm-powered PTT offers security personnel a convenient option of using one PTT enabled device that can interoperate with two-way radios and across the latest cellular networks including 4G LTE, 4G HSPA+, 3G, and Wi-Fi, ensuring coverage both inside and outside of the premise.



Management



For hotel management, being able to quickly communicate with individual staff members and departments to convey guest requests or manage business critical situations is necessary to running a successful operation.

The KG Comm-powered PTT address book supports centralized contact management through a Web-based corporate administrator tool. With this tool, managers and staff can access contacts and pre-defined groups that are assigned to individual devices wirelessly and delivered real-time. In addition to centralized contact management, KG Comm-powered PTT also offers supervisory override, which gives talk priority to managers and supervisors, which can be essential during business-critical or emergency situations.



Engineering



The Engineering department in a hotel or resort is responsible for overall venue maintenance and operations, and may also include management of communications and IT services.

Whether its ensuring that a plumbing problem is promptly addressed, ballroom lights are replaced before a wedding, or restoring internet access to a guest room, the Engineering department must be able to resolve requests promptly and efficiently. KG Comm-powered PTT enables Engineering staff to easily leverage one device that interoperates with smart phones, two-way radios, and PC-based dispatch consoles to ensure seamless communications with pre-defined contacts and groups.



KG Comm-powered PTT for Every Role

Role	PTT Usages	Devices & Accessories
Executives	<ul style="list-style-type: none"> Emergency Situations Important Events Productivity Apps 	<ul style="list-style-type: none"> Smartphone
Department Heads	<ul style="list-style-type: none"> Emergency Situations Important Events Discrete Communications Productivity Apps 	<ul style="list-style-type: none"> Smartphone Rugged Smartphone
Engineering	<ul style="list-style-type: none"> Emergency Situations Equipment Inspection Productivity Apps 2-way radio replacement (LMR) 	<ul style="list-style-type: none"> Smartphone Rugged Smartphone
Security Personnel	<ul style="list-style-type: none"> General communications Emergency situations Lost and Found 2-way radio replacement (LMR) Replace internal paging system 	<ul style="list-style-type: none"> Feature phone Rugged Smartphone Remote Speaker Mics Earpieces
Housekeeping	<ul style="list-style-type: none"> Status reporting Guest requests and replenishments Productivity Apps 2-way radio replacement (LMR) 	<ul style="list-style-type: none"> Feature phone Wi-Fi handset
Front Office/Desk	<ul style="list-style-type: none"> Guestroom status Amenities delivery Maintenance work orders Security alerts Replace internal paging system 	<ul style="list-style-type: none"> Desktop PC PTT client Feature phone Wi-Fi handset
Valet/Parking/Bellstand	<ul style="list-style-type: none"> Shuttle dispatch Car parking/retrieval 2-way radio replacement (LMR) 	<ul style="list-style-type: none"> Feature phone Rugged Smartphone Wi-Fi handset
Guest Services	<ul style="list-style-type: none"> Customer services Amenities delivery Restaurant/activities reservations Status reporting Shuttle dispatch 2-way radio replacement (LMR) Replace internal paging system 	<ul style="list-style-type: none"> Smartphone Feature phone Wi-Fi handset Desktop PC PTT client
Spa/Fitness Personnel	<ul style="list-style-type: none"> Customer service Status reporting Replace internal paging system 	<ul style="list-style-type: none"> Feature phone Wi-Fi handset
Food & Beverage	<ul style="list-style-type: none"> Table-side ordering Room service Event Coordination Productivity Apps 	<ul style="list-style-type: none"> Desktop PC PTT client Feature phone Wi-Fi handset
Banquets/Events	<ul style="list-style-type: none"> Site set-up and equipment Delivery of food, beverages, etc. 2-way radio replacement (LMR) Replace internal paging system 	<ul style="list-style-type: none"> Smartphone Feature phone Wi-Fi handset
Hotel Shuttle/Limo	<ul style="list-style-type: none"> Guest pick-up Status reporting 2-way radio replacement (LMR) 	<ul style="list-style-type: none"> Rugged Smartphone Feature phone