



MOTOROLA SOLUTIONS

TEAM COMMUNICATIONS FOR HOSPITALITY

INTELLIGENT SOLUTIONS FOR SMART, CONNECTED HOSPITALITY





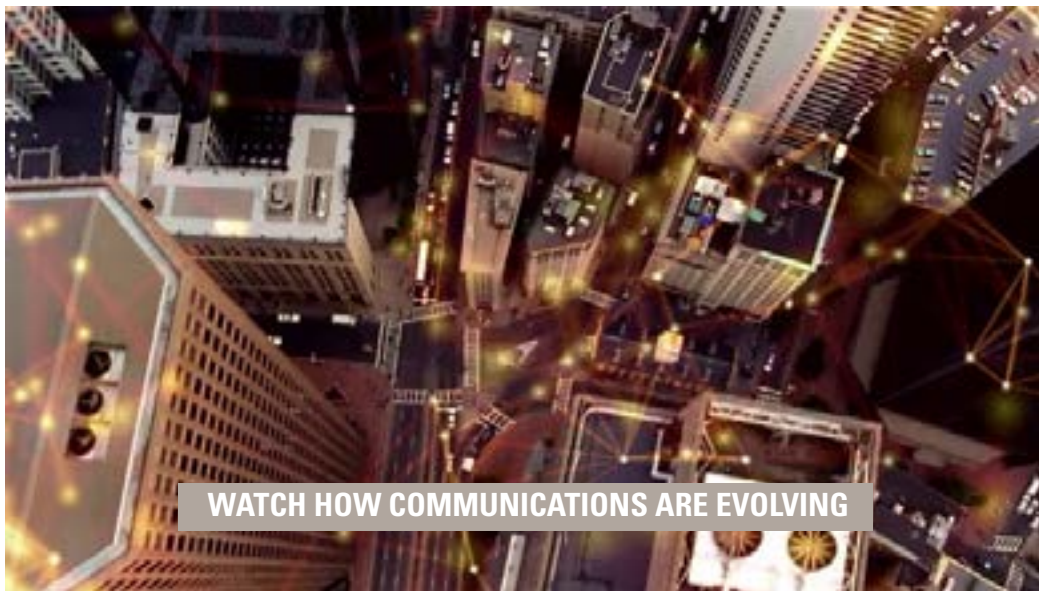
TEAM COMMUNICATIONS FOR HOSPITALITY

TAKE YOUR COMMUNICATIONS FURTHER

This Communications Guide provides fresh insights into the hospitality industry and showcases how you can improve guest satisfaction, boost efficiency and reduce risk with Motorola Solutions Team Communications.

Click on the content bars below

to jump to your area of interest and follow the navigation at the bottom of the pages.



TEAM COMMUNICATIONS FOR HOSPITALITY

EFFICIENT OPERATIONS, DELIGHTED GUESTS



On the surface, it looks easy.

But only you know what it takes to deliver outstanding guest experiences, day-after-day.

Smiling, calm, helpful staff.

Guest services running smoothly from street to suite.

Guests relaxed, happy and posting five-star reviews on social media.

At the heart of everything is seamless, reliable, instantaneous communication, connecting the staff that work together to delight guests at every moment.

Motorola has always been a leader in the development of digital two-radio technology for the hospitality industry.

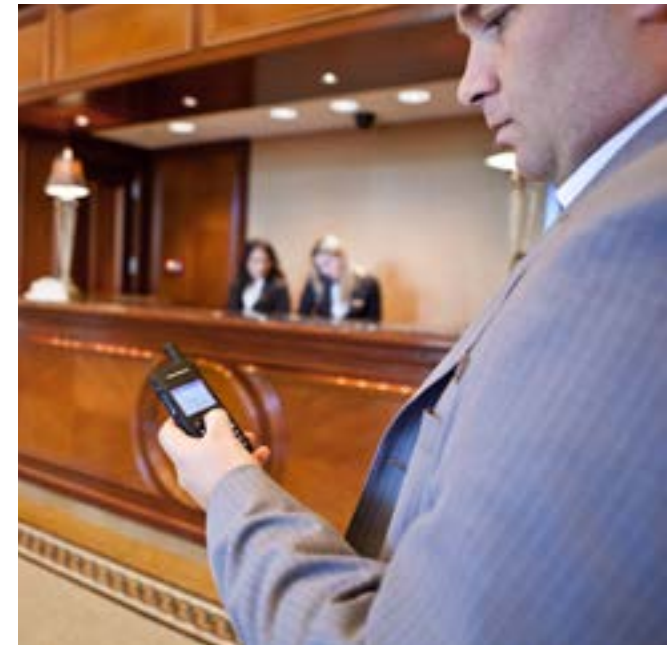
Motorola Solutions Team Communications can connect your teams on every floor, in every building and at every corner of the most ambitious hotel resort or large venue.

Staff are knowledgeable and responsive.

Work order changes are communicated clearly, in an instant.

Guest satisfaction scores soar.

Because excellent team communication transforms guest experiences.



TEAM COMMUNICATIONS FOR HOSPITALITY

GUEST SATISFACTION



There's no such thing as a routine day in hospitality.

It's a people business, and people – especially people on holiday, or travelling 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.

Event teams visiting the venue can have temporary connection to the on-site convention staff. Contractors who bring their own devices can have PTT functionality.

Guests can get great service from staff who have instant access to information, on the spot.

The Team Communications platform unifies teams and helps send guest satisfaction scores soaring.



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

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



"It can be pretty tough to handle phone calls, but we don't have any issues with MOTOTRBO radios. We can hear very clearly. Every single person in our hotel is on a Motorola discreet headset. It is critical to have that noisecanceling capability for our guest experience."

General Manager, Aloft® New Orleans Downtown



TEAM COMMUNICATIONS FOR HOSPITALITY

EFFICIENCY

There is no time to lose when a guest makes a request.

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 running.

Every moment saved, 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.

Schedules can run smoothly.

Supplies and stocks can be maintained cost-effectively.

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.



“Hotel executives agree – they say “driving more revenue” and “enhancing guest services” are their top two goals for investing in technology.”

Lodging Technology Study 2014,
Hospitality Technology

“Streamlining and aligning technology with the MOTOTRBO radios allow us to meet our business and operational needs. With the ease of just a push of the button, we improved response time and enhanced safety and security, which all benefits guests.”

Director of Information Technology at The Carlyle – A Rosewood Hotel, New York City



TEAM COMMUNICATIONS FOR HOSPITALITY

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.

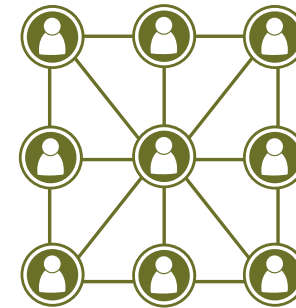
Drivers of shuttle buses or guest transfer limousines can be re-routed to avoid delays.

Guests and staff can be safer.

Events can unfold without disruption.

Profitability can be enhanced.

Motorola Team Communications brings a whole new level of staff



Executive Director of Enterprise Telecommunications, MGM Resorts

"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."

"From the revenue perspective, the global hotel industry is expected to reach \$550 billion US dollars in 2016."

www.statista.com





TEAM COMMUNICATIONS FOR HOSPITALITY

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 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 the Team Communications solution 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.

Harm can be mitigated.

Risk can be controlled.

The Team Communications solution delivers the audio coverage, battery life and built-in intelligence that helps safety and security teams to protect people and property round the clock.



“A couple of minutes can make all the difference in the world to the guest waiting for someone to show up and fix the problem. With MOTOTRBO, the process is rolling within 30 seconds.”

Director of Engineering, JW Marriott San Antonio Hill Country Resort and Spa



“Hotels, museums and other public entities . . . that invite the public in one fashion or another are always at higher risk . . . You have responsibility to provide a secure environment.”

www.hotelnewsnow.com, 2015

TEAM COMMUNICATIONS FOR HOSPITALITY

MOTOTRBO™ ENHANCEMENTS

Intelligent radio for the smart, connected world.



SL 8550e



DEP 570e



DGP 8000e/5000e

TEAM COMMUNICATIONS FOR HOSPITALITY

TEAM COMMUNICATIONS AT WORK



Click on the pins

to find out more about Team Communications in the workplace.



ALLOW US TO PROVIDE PERSONALIZED ASSISTANCE.

Contact us today to set up an appointment with an expert.

Argentina (Buenos Aires) +54 11 5168 5775
Brazil (São Paulo) +55 11 4230 0151
Chile (Santiago) +56 2 2582 1173
Peru (Lima) +51 1707 5823
Uruguay (Montevideo) +917 477 0577

Peru, Brazil, Bolivia, Paraguay, Chile, Argentina and Uruguay, write to: Valeria García
valeria.garcia1@motorolasoluciones.com

https://www.motorolasoluciones.com/en_xl/solutions/hospitality.html

Colombia (Bogota) +57 1508 7063
Costa Rica (San Jose) +506 4010 0514
Mexico (Mexico City) +52 55 4160 7913
Venezuela (Caracas) +58 212 720 4391

Mexico, Central America, Countries in the North of South America and the Caribbean,
write to: Juan Ochoa - juan.ochoa@motorolasoluciones.com

