WIRELESS COMMUNICATIONS PLANNER

for Hospitality and Entertainment Companies in Florida

EMCI WIRELESS

Wireless Communications Planner for Hospitality and Entertainment Companies in Florida

> *Secure communication networks empower hospitality and entertainment companies to identify issues and develop real-time solutions*

As the hospitality and entertainment industries adapt to and evolve with emerging trends, one thing remains the same; delivering excellent service and satisfying your clients with smooth, efficient, and effective operations.

The most significant breakdown for hospitality managers is communication, whether between staff, guests, or customers. It's only natural that issues will arise in the hospitality and entertainment industry, but by staying ahead of potential problems and communicating real-time issues, managers can deliver effective solutions to any potential hiccups.

Integrating a technology-based solution is the primary way to keep communication lines open and provide the ultimate guest experience in any hospitality or entertainment setting. While many of us are accustomed to 24/7 communication via smartphones or other mobile devices, these look unprofessional in hospitality and entertainment settings.

If you're at an event and see a staffer texting, it gives the impression that they're using their device for personal reasons and neglecting guests' needs, when that could be the furthest thing from the truth.

Perhaps they are relaying an essential message to their immediate manager or letting support staff know the next step -- the issue remains the same: it appears unprofessional.

By integrating a technical solution that allows professional, transparent, real-time communication, managers can ensure the highest client satisfaction level while avoiding any missteps caused by a breakdown between staff, management, or guests.

One of the best solutions is an integrated wireless two-way handheld radio system that enables staff and management to communicate in real-time without relying on internet availability, smartphones, or other mobile devices.

Push-to-Talk Radio Solutions Keep Information Secure and Enable Users to Communicate in Real-Time with Groups or Individuals

Effective IT solutions are imperative in today's hospitality and entertainment industries.

Tailored systems allow managers to implement wireless communication solutions that let the guests enjoy themselves and keep communication between staff at every level clear, quick, and efficient. The ability to communicate with secure, wireless technologies protects sensitive information and minimizes the risk of dropped network connectivity or range-based issues such as those found in traditional mobile communication.

These two-way radio systems allow users to quickly and discreetly communicate in various hospitality and entertainment settings with no bright lights or loud notifications. Additionally, because they don't rely on written messages like smartphones or other mobile devices, wireless two-way radio systems' push-to-talk radio solutions allow instantaneous communication for immediate answers in a group or individual setting.

With the amount of planning that goes into an event, you can't afford to rely on communication systems that can fail due to network issues or lag with slow connections. Real-time communications not only provide assurance when something goes wrong, but also allow managers and staff to communicate all "day-of" necessities at any location from the event site to off-site prep kitchens, furniture storage rooms, wine cellars, or even shuttle services.

Because the radios operate on critical infrastructure, hospitality and entertainment managers can rely on these systems and reduce the potential for a communication breakdown due to technology glitches.

When Implemented in Event and Hospitality Settings, Two-Way Radio Systems Allow Greater Security for Staff and Guests, While Providing a Discrete Communication Solution

Another critical factor in hospitality and entertainment is guest safety.
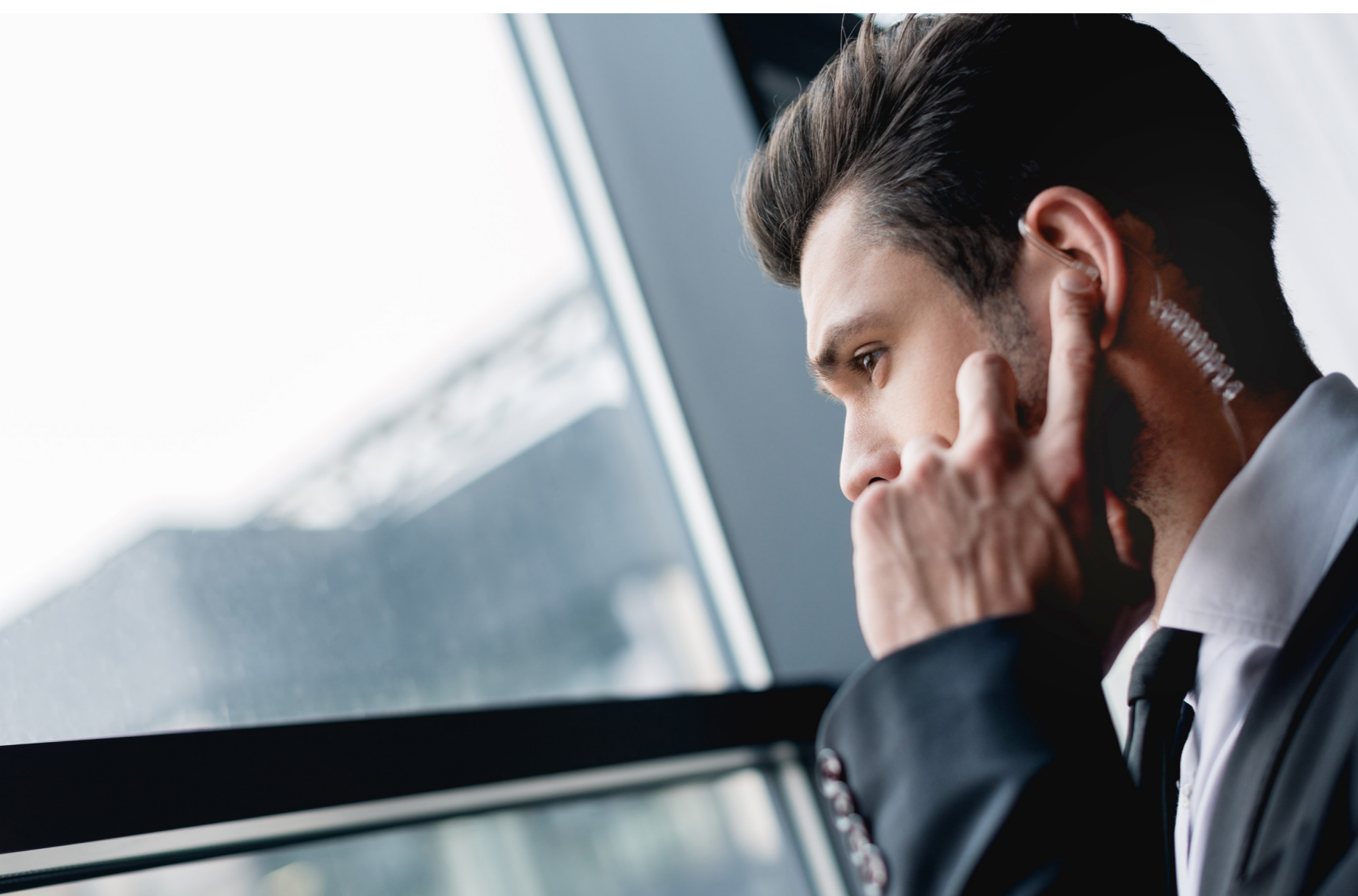
Maintain Clear, Effective Communication in Real-Time
Two-Way Radio Systems Offer Secure Solutions
Perfectly Suited for Communication in Multiple Locations with Individuals or Groups
Discrete Communication Powered by Bluetooth® Technology
Improve Guest and Staff Safety

By identifying potential problems and immediately notifying your security team, you can effectively mitigate a potential threat.

The ability to communicate during a threatening situation adds another level of protection for guests and staff while ensuring that all necessary precautions and safety measures have been accounted for. Because two-way radio systems are designed for use in diverse conditions, they also allow staff to communicate if weather conditions change and shelters need to be erected, secured, or moved.

When considering alternative communications methods within the hospitality and entertainment industry, choosing two-way radios also allows staff to communicate longer.

These systems are battery-powered and don't require frequent charging, unlike smartphones or other mobile devices. Your team can communicate from start to finish without needing access to electrical outlets or power banks. Advancements in two-way radio technology have also increased their clarity, allowing efficient, effective communication at the push of a button.

Radios can also be paired with discreet earpieces for a seamless connection.

When you choose to implement a two-way radio system, you ensure that your guests will have a superior experience. At the same time, your staff enjoys more effective communication, which leads to a smoother event or shift.

These systems also allow your team to avoid distraction and stay focused for the duration of an event.

Many of these systems can integrate audio messaging with text messaging, depending on the situation's urgency. When operators decide to implement a two-way radio system, they control communications with an effective, efficient platform that reduces confusion, increases safety, and allows seamless function in numerous locations with real-time push-to-talk functionality.

Schedule Your Complimentary 30-Minute Hospitality and Entertainment, Wireless Communications Consultation

Coming out of the pandemic, there's never been more competition for guests returning to hospitality and entertainment venues. And the stakes have never been higher for delivering a superb world-class guest experience.

With a decade's worth of digital transformation occurring since the beginning of the lockdown, wireless communications has become a crucial part of technology infrastructure now more than ever.

Is your team prepared for this massive change in expectations? Or was your wireless infrastructure already falling behind pre-pandemic?

Find out when you **Schedule Your Complimentary 30-Minute Hospitality and Entertainment, Wireless Communications Consultation**. Get expert insight on how to:

- **Develop** true dispatch communications with better control of personnel and resources
- **Identify** gaps in your current communications methods
- **Implement and manage** communications tools that make it more difficult for employees to say they didn't receive the communication
- **Improve** one-to-many communication so that messages can be communicated to groups at once and collective knowledge can be tapped into with experienced personnel responding to questions or problems of others
- **Keep up to date** with hotel and resort trends in security and guest response/satisfaction
- **Integrate** voice, apps, and video to eliminate the need for multiple devices
- **Roll out** a dedicated communication tool with singular use, better coverage and range, and simple use with easy push-to-talk functionality

SCHEDULE YOUR CONSULTATION

EMCI WIRELESS