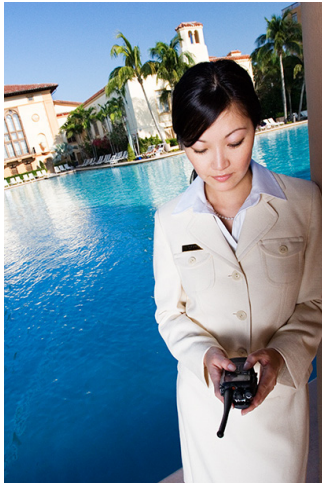




# Hospitality: Reliable communication to support your exceptional service



In order to retain and grow customer loyalty, hospitality businesses must provide exceptional service to their guests. Reliable and clear communication among your workforce is a vital aspect of providing that excellent customer service while keeping your business operations running smoothly. And discreet communication is especially important in areas where you need to provide an enjoyable environment for your guests.

The MOTOTRBO™ Professional Digital Two-way Radio System is ready to help you and your workforce share information to keep operations running smoothly while providing the best possible experience for your guests. Versatile and powerful, MOTOTRBO delivers a wide range of effective two-way radio communication with better basics and enhanced features. It combines the best in two-way radio functionality with digital technology to deliver increased capacity, integrated data applications and enhanced voice communication.

## Discreet Communication

In most areas of your facility, your employees need to be able to communicate with one another without disturbing your guests. Whether it is inside the restaurant or in the front lobby, your guest experience is an important aspect of your business. MOTOTRBO enables discreet communication among your employees by offering a variety of compatible and lightweight headsets – enabling your employees to get the message, not your guests.

Furthermore, MOTOTRBO's text messaging capability provides you and your employees an alternative way to communicate information to one another without disturbing the atmosphere of your business. Front desk personnel can utilize text messaging to confirm with housekeeping that a customer's room is ready. Or they can quickly send a message to maintenance when a guest calls to report an issue, such as a broken air conditioning unit in their room.

## Hands-Free Option

Hospitality employees require communication that ensures their hands are free to focus on the job at hand. Whether it is maintenance personnel completing a repair or housekeeping personnel preparing rooms, your employees need to have their hands free. MOTOTRBO offers a wide variety of carry cases and belt clips so that their radios can clip on to a belt for hands-free portability. And with a complete line of audio accessories, workers can utilize a wide variety of headsets to communicate without having to hold the radio – freeing up their hands and enabling them to focus on the job at hand.

## Coverage Area

Being able to communicate throughout the entire area of a resort is vital to ensure smooth operations. With digital technology, MOTOTRBO provides clearer voice communications over a greater range than comparable analog radios, while rejecting static and noise. When signal strength drops off with distance, digital error-correction technology, utilized by MOTOTRBO, can accurately deliver both audio and digital content with virtually no loss throughout the coverage area. This results in clearer communication with your workers no matter where they are on the resort.



Digital two-way radio provides reliable communication that enables your workforce to quickly and easily share information no matter where they are on the resort.

### Long Shifts

Providing excellent customer service can sometimes require long work shifts for your employees. And they require communication equipment that will work throughout the entire shift. MOTOTRBO offers enhanced battery life to do just that. Digital TDMA two-way portable radios can operate up to 40% longer between recharges compared to typical analog radios.

### Maintenance

Routine maintenance keeps your business functioning at its best. You can utilize MOTOTRBO's integrated GPS module, with a location software application, to monitor your maintenance team. And when unfortunate incidents occur or emergency repairs are needed, GPS capability enables you to dispatch the nearest maintenance worker to the scene. Whether it's a downed power line on the resort or a malfunctioning sprinkler at the golf course, dispatch can view and then contact the nearest maintenance worker – helping to save you time and money while helping to decrease any inconvenience for your guests.

### Security

Security personnel are a vital part of your business and when there is an emergency, a quick response time is required. By utilizing MOTOTRBO's integrated GPS module, dispatchers can view the location of security personnel and during an emergency, dispatch the nearest security employee to the scene. Dispatching security quickly can help maximize the safety of your guests and workers while helping to minimize any costs associated with theft or damage.

### Value

While providing excellent customer service to your guests, cost management is also important to increasing your profit margins. MOTOTRBO provides exceptional value for two-way radio communication. By utilizing TDMA digital technology, MOTOTRBO enables two virtual channels within a single 12.5 kHz licensed repeater channel. This provides twice the calling capacity for the price of one license, enabling you to communicate with more employees. A second call does not require a second repeater, so you save on equipment costs. Furthermore, with MOTOTRBO there are no recurring monthly fees and no per-call charges.

MOTOTRBO also offers integrated voice and data communication capability, in one device. Using MOTOTRBO portable and mobile radios saves you the cost of additional equipment to utilize text messaging and GPS-based location tracking applications - you can track your workers and vehicles, without cumbersome external GPS devices to install and maintain.

To help control the cost of replacing batteries, Motorola's state-of-the-art IMPRES technology automatically maintains your battery fleet to make sure talk-time is maximized throughout the life of the battery.

MOTOTRBO offers the quality you have come to expect from Motorola products. In addition, MOTOTRBO radios are backed by a limited two-year warranty, plus one year Repair Service Advantage (US only) / Extended Warranty (Canada).

### Customization

In a tight economy, customers choose where to spend limited leisure dollars. Capturing those dollars requires differentiation. MOTOTRBO provides that differentiation. Your business can benefit from the system's flexibility. By working with application developers, you can have customized applications built and deployed on your system to meet your unique business requirements. The development of these applications, helps expand the value of your investment. This versatile system has the capability of providing communication solutions for today and tomorrow, enhancing your customer service.

### Summary

Being in the hospitality business requires you to be able to provide the best possible customer service to your guests. At the same time, today's business environment requires efficiency and productivity in order to remain competitive. Two-way radio communication can help to do just that. Powerful, scalable and future-ready, the MOTOTRBO Professional Digital Two-way Radio System is the ideal communications system to help your employees improve response time, increase productivity and efficiency – and provide your guests with the best experience possible.



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