

Transformation through wireless technology

The Challenge

Tylney Hall Hotel is a luxury country house hotel in Hampshire, offering its guests first-class facilities and customer service in magnificent, historic surroundings.

Their busy office team were using telephones and corded headsets that were old and out-of-date. The headsets were suffering from performance issues and just weren't helping staff to do their jobs efficiently.



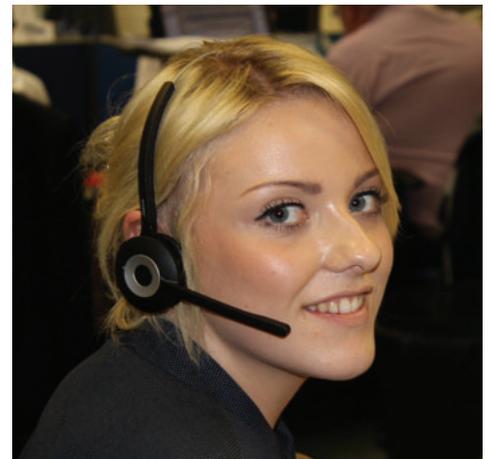
Having a largely paper based system, the majority of customer calls required staff to move away from their desks to look things up in filing cabinets, on wall boards or to go and speak to other staff members elsewhere in the hotel.

Their existing headsets were not wireless, meaning that they were invariably having to take messages and call customers back. This wasted time, as well as causing frustration for customers and staff alike due to the inevitable telephone tag that often ensued.

The Solution

The manager of their busy office team approached us to help because we had previously supplied headsets to the Elite Hotels Group of which Tylney Hall is a part. After discussing their challenges and considering their requirements, we recommended a wireless headset solution to help improve their efficiency.

The team selected Jabra Pro 920 headsets and were delighted with the results.



The Benefits

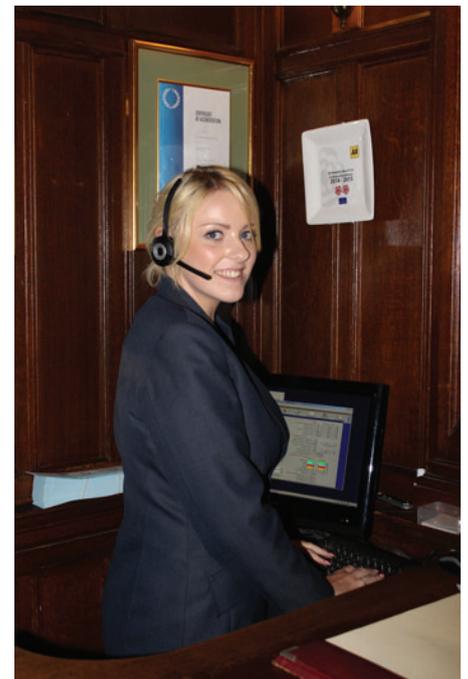
Wireless headsets allowed the team to move freely around the office and access the information their customers required during the call. This introduced a whole new way of working, bringing greater productivity and customer satisfaction.

An auto-answer feature on the headsets also meant that the team could easily answer calls without having to be at their desks.

The team were pleased with the improved sound quality that the headsets brought to their calls; better for them and their customers too!

The wireless headsets also delivered great range. The team were pleasantly surprised at how far they could move around the hotel whilst on a call, giving them the freedom to find colleagues at the front desk or restaurant who could immediately answer their customer's queries.

The ability to walk and talk transformed the office and when their Events team colleagues saw the headsets in action, they ordered them too!



Call or email us now to discuss how we can help your business transform by embracing wireless technology.

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