

## Viceroy New York

### Case Study for Hotel & Facilities Management

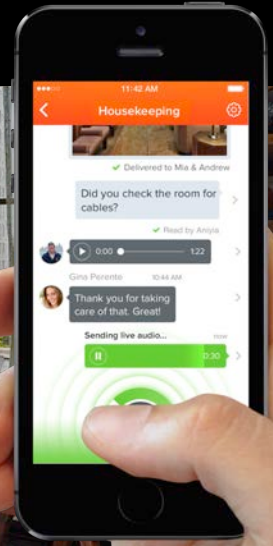
Viceroy New York provides guests with exceptional New York City views, distinctive service and superbly tailored accommodations.

The hotel, ideally situated in midtown Manhattan, is owned by iconic luxury hotel brand, Viceroy Hotel Group—a company renowned for delivering one-of-a-kind experiences that bring together innovative design, world-class dining and intuitive service. Open for less than a year, the hotel has already earned numerous awards and accolades, naming it “the perfect luxe hideaway.”

Whether discerning travelers come to Viceroy New York for business or pleasure, they expect the best. Especially when it comes to the guest rooms.

*“I can locate an attendant immediately, which saves the entire staff a considerable amount of time. With efficient communications in place, we have more time to deliver excellent customer service, clean rooms and help guests.”*

- Chris Lennon,  
Assistant Director of Housekeeping



### How Voxer Business Helps:

- **Efficiency** - Finding attendants on Voxer is quick, now there's no need to search for people on foot
- **Better Collaboration** - Communication helps the staff work together more effectively
- **No Missed Information** - Recorded messages ensure that important communication is never lost and doesn't need to be repeated
- **Dead Zone Coverage** - Voxer holds messages on the device until they can be sent, meaning WiFi dead zones are not an issue
- **Affordable** - Viceroy New York uses iPod Touch devices with Voxer Business, giving housekeeping staff a simple, affordable and powerful communications system

The hotel employs a team of six housekeeping managers and more than 40 attendants to ensure that every one of the hotel's 240 rooms meets the highest standard.

Keeping 240 guest rooms in top shape requires a well-coordinated housekeeping team and constant communication. To minimize interruptions to guests (and the time between check-out and check-in) attendants need to clean and stock rooms quickly.

On any given day, each attendant has to clean approximately 15 rooms, juggle special requests and customer concerns, and assist other attendants in cleaning certain rooms.

In a typical hotel environment, these operations can add up to a lot of legwork—literally. Managers run up and down floors to track down attendants, or attendants answer ringing phones to get information and instructions from managers. They also go from room to room looking for staff and getting special request items. It's exhausting and it slows down productivity.

Peter Chambers, Vice President of Information Technology at Viceroy New York, decided to change this. A Voxer user himself, Peter realized that he could use Voxer Business and the hotel's state-of-the-art WiFi infrastructure to improve how the housekeeping department communicates while increasing productivity and customer service in the process.

The Viceroy IT team had initially tried a VoIP solution, but they found it to be ineffective with dead zones in the hotel. However, dead zones are not an issue for Voxer. The service automatically stores messages on your device when you're in a dead zone and sends it when your connection is restored.

Viceroy New York came up with a simple and affordable idea: give their staff Voxer Business on WiFi-connected iPod Touches.

*“In other hotels that I've worked in, it used to take me 20 minutes to track down an attendant with a special request... With Voxer, communications with and between attendants is easy.”*

- Chris Lennon,  
Assistant Director of Housekeeping

This facilitates easy two-way communication between managers and attendants, and allows them to utilize other essential productivity apps such as HotSOS.

Now, instead of running around 29 floors to track down an attendant for a special request, the staff can simply send a “vox”. If a manager wants to check to make sure a room has been properly serviced, attendants can send a photo via Voxer Business.

Voxer Business can also be configured to make sure that voices don't blurt out of devices at inappropriate times, as can happen with walkie-talkies. That means that Viceroy attendants and managers can communicate discreetly when guests are nearby. It also means that managers can stay in the loop at all times, even during meetings.

The Viceroy New York team sends approximately 1,400 voxes a week. Unlike two-way radios, everything is saved as a message, so managers can revisit conversations to clear up issues involving customers or staff.

When customers check into the Viceroy New York, they are expecting luxury and attentive service at every turn. With Voxer Business, the housekeeping team now has the fast, reliable and powerful system it needs for productivity and constant communication.

**Voxer Business** is a professional-grade push-to-talk service for companies. Communicate instantly with live and recorded voice, text and photos on today's smartphones.

Check our website for more information [voxer.com](http://voxer.com) or contact our Sales team at [sales@voxer.com](mailto:sales@voxer.com).