

SHERATON HOTEL ATTRACTS GUESTS WITH AUDIX® VOICE POWER LODGING



GM Peter Roedersheimer (center) and Systems Consultant George Kuhn (right) discuss how AUDIX Voice Power Lodging will help Sheraton Hotel at Station Square offer guests first-class services with the hotel's CEO, Eugene Connelly.

Pittsburgh's Sheraton Station Square Hotel recently underwent a major renovation, and with it, upgraded its communications system to AT&T's DEFINITY® Communications System G1 and AUDIX Voice Power Lodging System. The hotel's new system enables it to offer guests access to complete and accurate voice messages while staying at the hotel.

The hotel selected the AUDIX Voice Power Lodging System because it offered the kinds of advanced communications options that its guests expect. "In today's competitive hotel marketplace, first-class guest services are required to attract and keep customers," says Eugene Connelly, chief executive officer and executive

vice president of the hotel. "AT&T's AUDIX Voice Power Lodging System enables us to provide guests with superior communications service."

With the AUDIX Voice Power Lodging System, the hotel assigns each guest a private voice mailbox at check-in. Guests simply call into the voice mail system and retrieve messages by pressing the touch-tone buttons in response to simple voice prompts. Since callers leave their own messages, the new system eliminates problems or confusion for guests who communicate in a foreign language, for example.

When guests check out, their personal mailboxes are "deactivated," with any messages left after check out sent to an alternate mailbox. Guests have 24

hours to retrieve remaining messages before messages are automatically purged by the hotel's system.

AUDIX Voice Power Lodging allows the hotel to use the system's broadcast capabilities to inform guests of special events or group notices. For example, if a group of guests is using the hotel's facilities for meetings, the group's leader can notify them of a change in plans with one call broadcast to each member's voice mailbox.

The voice messaging system also works with the hotel's Property Management System, which provides a data base of the hotel's guests names and room numbers, enabling the hotel to personalize service, a crucial consideration in the hotel industry. When guests call room service, for instance, the chef can greet them by name.

"Sheraton Station Square recognizes the importance of communications services," says BCSYSTEMS' General Manager Pete Roedersheimer, "with the hotel and its guests reaping the benefits."