

Meikles Hotel



Customer

- Meikles Hotel, Zimbabwe

Industry

- Hospitality

Challenges

- State-of-the-art Hospitality Communication solution
- Integration with hotel's Opera Property Management System
- Optimized staff efficiency
- Stylish and fully featured guest room phones
- High-end services for the discerning guests

Solution

- NEC Hospitality Communication Solution, consisting of;
 - UNIVERGE® SV8100 communication server
 - IP DECT mobile communication solution
 - UM8000 VoiceMail/Unified Messaging solution
 - NEC analogue, digital and DECT phones for staff
 - Jacob Jensen guest room phones
- Flawless integration with PMS
- Connected to a wide variety of wired and wireless phones

Results and Benefits

- Integrated communication and management system
- Staff mobility throughout hotel
- Excellent guest & employee satisfaction

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“Enhancing the experience of our guests as well as the efficiency of our staff are core elements in distinguishing ourselves in the market” – Tinashe Munjoma, General Manager, Meikles Hotel

Challenges

Meikles hotel was in need of modernizing and enhancing its communication solution to keep up with the recent hotel refurbishments and to satisfy the advanced technological needs of its discerning guests, as well as further enhancing the efficiency and service levels of its staff.

Besides providing highest possible guest satisfaction and staff efficiency, challenges were to provide full integration with the hotel's Opera Property Management System and ensure staff are equipped with appropriate communication tools in order to provide excellent guest services.

The hotel communication system furthermore had to enable the mobile staff to be reachable by telephone regardless of their location within the hotel premises. This would enable the hotel staff to provide exceptional guest experience during their stay at the hotel.

Solution

Destiny Electronics, NEC's business partner in Zimbabwe, was invited to participate and propose an advanced solution. Following their advice, the hotel is now equipped with the leading edge IP communications server UNIVERGE® SV8100. On top of its IP functionality and capabilities, the system also supports analogue extensions which made it possible for the hotel to use analogue phones in the rooms.

To provide full coverage for mobile communications throughout the hotel for front- & back-office staff, Destiny proposed NEC IP DECT wireless infrastructure. The communication system supports over 1,070 Jacob Jensen designer analogue telephones for the guest rooms, 44 NEC digital guest services hotel staff telephones and some 60 analogue terminals for hotel staff as well as 30 wireless NEC G355 IP DECT phones using 70 NEC IP DECT access points for mobile staff throughout the hotel.

All trunk calls, guest enquires and reservations are routed to 4 PC based BusinessConnect (BCT) operators. The BCT software enables the hotel PMS to update the hotel guest directory which allows the hotel staff to provide a more personalised guest experience at all times when communicating with the hotel guests.

Results

NEC's UNIVERGE® SV8100 is a very powerful communication solution and an ideal basis to provide hotels with an advanced and integrated communication solution. The fully integrated communication platform provides a high level of service and security, while easing management and keeping operational costs to the minimum. The SV8100 communications platform is fully integrated with the hotel's Opera Property Management System which provides a flawless solution for all operational departments.

The benefits of mobile communications throughout the entire hotel are clear for both employees and guests. Service to guests is optimised by deploying NEC's wireless IP-DECT mobility solution, BCT PC based operators and the UM8000 messaging solutions.

About

Open in 1915, The Meikles Hotel will turn 100-years-old In 2015. It was the brainchild of Thomas Meikles who envisioned a commitment to the "highest possible standard of service and product" - something that has become enshrined in the Meikles culture. It has always been an iconic landmark of capital city Harare, one which has constantly and gracefully evolved through the colonial era of Rhodesia into modern-day Zimbabwe. Its position in the heart of the city has allowed its walls to bear witness to many events that have shaped the nation's past.

Structurally it is interesting that during the planning phase of the North Wing's complete remodelling and refurbishment in September 2013 special attention was given to the findings of international research that investigated evolving trends, habits and expectations of typical five-star hotel clientele. Studies by both the Japanese and British, for example, showed that people were getting taller with succeeding generations. Meikles paid critical attention to these details and created larger rooms, furniture, beds, baths and showers.

Meikles Hotel features 312 rooms in two luxurious multi-storey wings (North & South), offset to afford the north-facing rooms of both wings superb views of the gardens and trees of Africa Unity Square. A member of the prestigious, invitation-only Leading Hotels of the World, Meikles Hotel is renowned for impeccable service, luxurious accommodation and exceptional facilities. The hotel's 180 rooms are decorated in a manner that recaptures the comfortable charm of a bygone age, with colonial prints, four-poster and canopied beds, antique furniture and well-chosen artifacts.

Following a major, almost two-year-long, US\$9m revitalisation of the hotel, the entire signature North Wing was refurbished and modernised, opening in September 2013 to grand acclaim. This wing now includes a new, exclusive Club Lounge, private kitchen and chef, sumptuous boardroom for 12, conference room and state-of-the-art gymnasium.

In preparation for our Centenary in 2015 Meikles has proudly emerged as one of the most distinctive hotels one could stay in. The North Wing rooms maintain the traditional charm and elegance of "classic" Meikles while moving the hotel into the modern, stylish era and showcasing bold, colourful African glamour.

For further information please contact your local NEC representative or:

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