KENWOOD

Case Study Update NEXEDGE® NXDN

Stoke Park Revisited

STOKE PARK

Stoke Park upgrades its five-star experience further with Kenwood NX-3000 hand portables

It has been six years since a trunked NEXEDGE® digital radio communication system was installed at Stoke Park, the enigmatic hotel and country club that delivers a five-star experience with such natural ease and poise across so many customer touch-points.

There are few hospitality venues in the world that can offer what Stoke Park does. It's an 5 AA Red Star Hotel with 49 Luxury Bedrooms and Suites. It has 3 Restaurants, Bars and Lounges, Beautiful Private Rooms, a 27 Hole Championship Golf Course and Pro Shop, state-of-the-art Gymnasium, Award - winning Spa with Boutique, Sauna and Outdoor Hot Tub, Indoor Swimming Pool and Steam Rooms, 13 Tennis Courts (grass, indoor and artificial clay) and for the younger guests, a Crèche, Games Room and Outdoor Playground all set in 350 acres of beautifully tended grounds designed by Lancelot 'Capability' Brown and Humphry Repton.

But while the property and list of guest facilities is impressive, it's as nothing when compared to the generosity and charm of the

250 multinational staff, who ensure you'll hold on to cherished memories of your visit.

The highest standards of discretion and service runs deep in the Stoke Park DNA, so when its owners made the decision to upgrade the analogue radio communications system, nothing was spared and a Kenwood NEXEDGE® four channel,digital trunked system was commissioned.

The new radio system was designed to provide full indoor and outdoor coverage of the site and the means for management and departments to communicate easily and effectively.

In the six years since the NEXEDGE system was commissioned, the needs of Stoke Park have evolved and as some of the portable radios were due for replacement, Maintenance Manager, Kevin O'Leary made the decision to upgrade the system to accommodate more groups and replace the radio fleet with the increased features and functionality of the NX-3000 Series hand-portables. Some of the existing radios have been set aside for use by visiting contractors and additional staff brought in to cover large events giving savings over hire costs.

13 groups communicating seamless indoors and outdoors everywhere on site.

The upgrades to the radio system provide discrete communication for 13 groups along with an all-network emergency channel, specifically:

- Duty Managers
- Front of house in The Mansion and The Pavilion
- Housekeeping
- Security
- Events Team
- Golf
- Ground keepers
- Spa / Leisure
- Banqueting
- Cellar
- Maintenance

Fire Alarm (announcement only group)
The radios used by the banqueting group have covert earpieces and microphones which can also be used with the existing radios.

Each radio is assigned to specific department groups while those used by department managers can access all groups to prioritise requests and manage voice communications efficiently.

The NX-3000 radios feature a large LED panel built into the top of the handset each configured to display the group colour.

The radios have been programmed to revert to the home group after 10 seconds of inactivity; this is a particularly useful feature that ensures radios used to call another group will always switch back to the assigned home group automatically.

In the event of a fire all the radios play out an alarm warning tone and the display shows which building is affected, Mansion House or Pavilion. This happens with every radio not active in a call.

The upgraded system has been in use for three months and proven to be a great success with management and staff alike.

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