



Hotel Valley Ho Goes Retro, But Stays Connected With Motorola

DTR Series™ Digital On-Site Two-Way Radios Drive Client Satisfaction and Cost Savings at Recently-Renovated Resort Hotel

SCOTTSDALE, Arizona – As the extensive renovations to the 50 year-old Hotel Valley Ho neared completion, Michael Stults recognized that his employees needed a new and better way to communicate. As director of property operations for the Hotel Valley Ho in Scottsdale, Michael oversees a wide array of staff including colleagues in security, engineering, landscaping, as well as food and beverage. Following a comprehensive investigation of communication-alternatives, Michael recently led the Hotel Valley Ho to employ Motorola's DTR Series Digital On-Site Two-Way Radios and he rapidly began to see the many ways that "speaking digital" can drive both customer service and cost savings.

Employees of the Hotel Valley Ho needed the ability to communicate effectively on-site to provide guests with unparalleled customer service. As their director, Michael needed a solution that was cost-effective, versatile and durable. Motorola's DTR Series Digital On-Site Two-Way Radios have proved to more than satisfy each of these requirements for the Hotel Valley Ho.

With the hotel taking up more than ten-acres, on-site coverage was critical in a communications solution, as was the ability for coverage to penetrate fortified buildings originally constructed during the mid-1950s. The DTR Series was the perfect choice as its on-site coverage proved unparalleled due to the 7.5 inch long whip antenna.

While the DTR Series provided the Hotel Valley Ho with the critical communications that its staff needs, Stults was also impressed with the cost effectiveness of the DTR Series. "One

The Hotel Valley Ho was originally built in 1956, and its inviting open pool courtyard soon became a hotspot for celebrities and a hideaway for Hollywood's elite. In 2004 renovations commenced to restore the hotel's original mid-century spirit, while also incorporating important 21st century amenities. Today's Hotel Valley Ho recalls the nostalgia of a bygone era, but in doing so, provides each of its guests with the luxury of a modern urban resort. Important enhancements added during renovation include the VH Spa, where guests can workout overlooking the pool or take in music and massage in a private cabana.

Making today's Hotel Valley Ho succeed as a destination of choice for travelers requires unparalleled communication between management and staff, and the DTR Series provides the instant communication critical to the operation of the Hotel Valley Ho.

Stults is also impressed with the versatility of communication with the DTR Series. The option of one-to-one or one-to-many communication gives Stults and his staff the flexibility to appropriately handle any situation. "It is very important that I have the ability to talk to my entire team with the single touch of a button," Stults said. "The DTR Series also allows me to have one-on-one communications with any staff member, which is critical when

you want to discuss a sensitive situation that you do not need your entire team to hear — these radios provide me with the ultimate in flexible communications."

"The DTR Series radios are extremely versatile, practical and cost-effective," concluded Stults. "They are lightweight and



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Michael Stults – Director of Property Operations, Hotel Valley Ho

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durable in an environment where they can take quite a beating and their outstanding battery life helps keep them on the job — I would definitely recommend them to others in the hospitality industry."

About Motorola

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