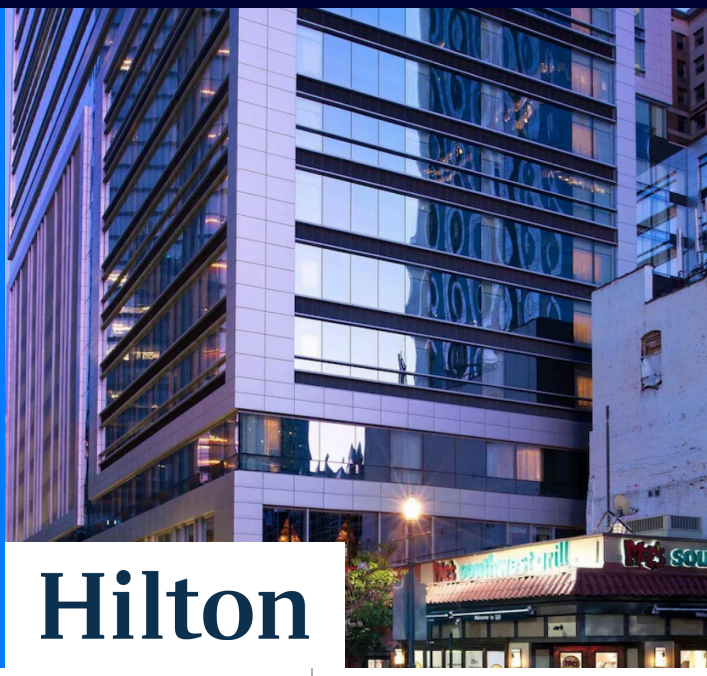
HOSPITALITY | FULL-SERVICE HOTEL

HILTON PITTSBURGH DOWNTOWN GIVES EVERY TEAM ITS OWN CHANNEL

A busy downtown hotel cleared crowded radio channels, kept kitchen talk away from guests, and gave a multilingual staff real-time translation on the Walt® Smart Radio System.



INDUSTRY	LOCATION	DEPLOYMENT	TEAMS
Hospitality, banquets and events	Pittsburgh, PA	8 to 12 shared Walts, about 25 users	5 departments on Walt

BUSINESS CHALLENGE

Hilton Pittsburgh Downtown is a full-service hotel with large banquet and event spaces. Maintenance, housekeeping, banquets, the kitchen and the front office all competed for the same radio channels. Calls stepped on each other, service slowed during events, and the hotel had a brand to protect in every guest-facing moment.

- **Radio congestion:** Maintenance, housekeeping and banquet traffic crowded the same channels and delayed service.
- **Talk guests could hear:** Kitchen conversations, heated during busy service, sometimes carried over open channels within earshot of guests.
- **Slow VIP coordination:** Bottlenecks made it hard to give banquet VIPs timely attention.
- **No record of facilities requests:** Maintenance and facilities requests had no efficient way to be documented and followed up.
- **Language barriers:** A multilingual staff needed to understand each other in real time.
- **Basement to top floor:** The hotel needed a connection that held from the basement to the top floors.

WHY THEY CHOSE WALT SMART RADIO SYSTEM

Translation was a major factor, along with coverage across the whole building. The hotel also wanted each department on its own channel and a way to know who was talking.

- **Real-time translation:** A worker speaks in their language, and coworkers hear it in theirs.
- **Building-wide connection:** One system for every floor, from the basement up.
- **A channel for every team:** Departments talk on dedicated channels instead of one open frequency.
- **Every message has a name:** Workers log in to Walt, so the hotel knows who sent each message.

THE SOLUTION

The hotel put Walt in the hands of five departments. Each team got its own channel, and workers share a pool of radios, logging in so every message ties to the person who sent it.



IMPLEMENTATION SCALE

- 8 to 12 Walts shared among about 25 users
- Dedicated channels for each department
- Photo and video messages for maintenance and facilities requests
- Real-time translation for a multilingual staff

DEPARTMENTAL COVERAGE

- Banquet and event services, kitchen, housekeeping, front office and management

RESULTS

Each team now talks on its own channel, guests stay out of staff conversations, and managers can see who said what.

OPERATIONS

- **No more cross-talk:** Separate channels ended cross-talk between departments.
- **Fewer event delays:** Service delays during banquets and events dropped.
- **Maintenance with proof:** Photos and videos document room and facilities issues, and requests are tracked to completion.
- **Accountability:** Managers know which worker sent each message.

GUESTS AND THE BRAND

- **Private talk stays private:** Guests no longer overhear kitchen conversations.
- **Discreet VIP service:** Banquet teams coordinate VIP treatment without broadcasting it.
- **Better events:** The guest experience during banquets and events improved.
- **Translation in real time:** Workers speak their preferred language, and coworkers hear it in theirs.

KEY USE CASES

BANQUET AND EVENT COORDINATION

Banquet, kitchen and front office teams each run on their own channel, so event calls never compete with housekeeping or maintenance traffic.

MAINTENANCE AND FACILITIES REQUESTS

Staff photograph or video an issue and send it to maintenance. The request is documented and followed to completion.

MULTILINGUAL TEAMS

Workers talk in their preferred language, and Walt translates in real time so coworkers hear it in theirs.

MANAGEMENT OVERSIGHT

Managers follow communication across departments and know who sent every message.

EXPANSION PLANS

The hotel has expressed interest in connecting Walt to its room management system through an API integration.

weavix turns what frontline workers say into knowledge the whole organization can act on. The Walt smart radio and the weavix platform translate, route, and record every message, so crews stay safer and work keeps moving.

BOOK A DEMO.

See what Walt can do for your team: weavix.com/request-demo

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