

# Courtyard by Marriott – Gatwick Airport



This contemporary and stylish airport hotel is up, up and away. Kew Green Hotels has an enviable reputation within the UK hospitality industry. Since launching in 2001 the company has become extremely well respected within the sector and has firmly cemented its reputation as a franchisee delivering branded hotels at premium locations across the UK.

Led by a team of three directors, the privately owned company works with well known international brands such as InterContinental Hotels Group with the Holiday Inn Express, Holiday Inn, and Crowne Plaza brands, and with Wyndham Worldwide with the Days Inn brand. One of Kew Green's latest projects is the Courtyard by Marriott Hotel at Gatwick Airport. Situated at the South Terminal at London Gatwick Airport (although also catering for guests travelling from the North Terminal), the hotel has been built to satisfy the requirements of business and leisure travellers alike and boasts an array of facilities both in room and in the public areas.

Jeremy Richardson is one of the Founding Directors of Kew Green Hotels and has responsibility for construction and development. "The Marriott brand has a very strong American following and with no other Marriott hotels at Gatwick it made perfect sense to create something brand new at the airport, capitalising on the high volume of trans-Atlantic flights and meeting the needs of the US guest as well as travellers from other parts of the world," he says. "The Marriott name is synonymous with quality and the

Courtyard by Marriott brand is a premium specification service brand entirely appropriate for an airport; we offer the range of services that short-stay customers are looking for, delivered at an exceptionally high level."

Any new build hotel is a challenging project and telecommunications are a fundamental part of achieving a successful end result. "Virtually every part of the hotel relies on technology to some degree and so our telecoms system had to integrate with front of house, the property management systems, IT and in-room entertainment," explains Jeremy. "By definition, new build installations are more complicated than refurbishments and there are an infinite number of potential problems within the construction process. It was therefore vital for us to work with an experienced telecoms supplier who understood these challenges and could work alongside other suppliers to deliver a professional result."

Kew Green Hotels has worked with QDOS Networks for more than five years and the Courtyard by Marriott is the latest new build installation the telecoms specialist had delivered for the company.

For the Gatwick project, after receiving a detailed specification from Kew Green, QDOS recommended a Mitel 3300 system which is specifically designed for larger hotels with general and specific requirements. The telephone system interfaces with every other area of the hotel's IT network in order to provide staff and guests with

advanced functionality which is simple and effective to use. Every room has a direct dial phone, guest voice mail, a wake up call facility and pay per view movies; each element then links back to the call accounting system. In addition to installation of telecoms hardware and software, QDOS installed Category 5 voice, data and internet cabling at the Courtyard by Marriott – a significant project given the size of the hotel.

Shortly after opening Kew Green discovered that the construction of the hotel, which had been specifically designed to prevent noise pollution from the airport, also prevented an acceptable cellular voice & data signal for the hotels guests. Jeremy Richardson immediately contacted QDOS who liaised with vendor partners on behalf of Kew Green to ensure that a prompt, professional and cost effective solution was delivered without unnecessary delay.

Kew Green Hotels has been so pleased with QDOS that when the hotel group recently relocated to Richmond, Surrey it appointed the telecoms experts to provide and maintain its own telephone system and ISDN line requirements. "We've always found QDOS very straightforward and easy to deal with and have been pleased with the level of customer service that Simon Catterick and his team deliver. We hope and expect that this will continue to be a fruitful relationship for both parties in the future," concludes Jeremy Richardson.



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