

Having Trouble Working in Two Places at the Same Time?

Be in the Right Place at the Right Time with the Customer Awareness System

To stay competitive in today's business world, you've got to cut costs and operate efficiently. That means one employee may be responsible for several areas of your store--stocking shelves, managing inventory and still providing a high level of customer service. The Customer Awareness System helps your employees concentrate on each task confident they will receive instant notification when a customer needs service, enabling them to multi-task easier, increasing employee efficiency and customer loyalty and positively impacting your bottom line.



Benefits

- Reduce costs
- Maximize productivity
- Respond faster to customer needs
- Increase customer service, satisfaction, and loyalty
- Increase customer return rates
- Increase sales
- Gain a fast return on your investment

How it Works

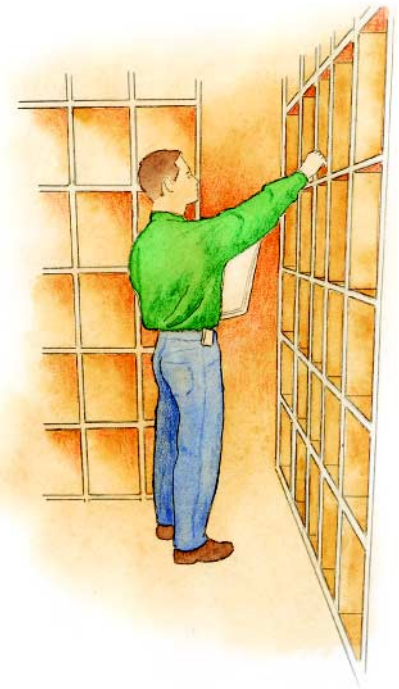
When customers approach a customer service station or counter, they step onto the Customer Awareness System sensing mat, which sends a remote signal to a small pager worn by customer service personnel. The standard ultra-thin mat hides easily under floor rugs, concealing everything but superior customer service.

Options

Mat Surface Style: The standard Customer Awareness System presence-sensing mat is an ultra-thin mat designed for easy concealment under floor rugs. An optional stand alone ribbed mat with ramped edges is available for an additional cost.

Mat Sizes: Available in four standard sizes, the CAS sensing mat can easily fill any space. Custom sizes are also available for an additional cost upon request.

Other Sensing Options: In situations where mats are just not practical, Larco's push "press for service" switch may be used. Each device is designed for maximum performance and reliability, designed to last for more than 10,000,000 operations and provide consistent service in a discreet package.



When service personnel are busy in other areas, the Customer Awareness System alerts them to a customer waiting at a customer service station. The pager, shown on the employee stocking shelves above, is small and discreet, enabling staff to maximize their productivity while providing superior customer service.

CAS Sensing Mat Sizes

Ultra-Thin Mat (1/4 " Thick)

21" x 33"

21" x 45"

21" x 57"

21" x 69"

The Customer Awareness System includes one sensing mat or "press for service" switch, transmitter, and employee notification pager. Custom sensing mat sizes and styles are available. Contact the factory for these options. Additional sensing mats and pagers can be purchased separately



Actual Pager Size



In installations where mats are just not practical, you can use Larco's stainless steel "press for service" switches.



The Customer Awareness System is perfect for a variety of environments where personnel must multi-task to work efficiently while providing customer service. Hotels, retail stores, restaurants, offices, parts counters, and deli counters are just a few areas where the Customer Service Attendant can improve efficiency and customer satisfaction.

Mat Specifications

- Normally-open momentary contact switch
- Tough 24-gauge steel electrode
- Standard mat is 1/4" thick ultra-thin sensing mat. Optional ribbed "stand-alone" mats are available for an additional cost.
- Ultra-thin sensing mats hide easily under throw rugs or carpeting
- Activates with only 3-5 lbs of pressure in normal foot traffic

"Press for Service" Switch Specifications

- Durable 18-gauge brushed stainless steel with blue etched message
- Available in 4-1/2" square or round
- Designed to last more than 10,000,000 operations
- Available with a variety of attractive mounting options

Transmitter & Pager

- System Power: 12 VDC Power Supply -Transmitter/Mat (includes 12 VDC-110VAC converter so system may be plugged into any standard electrical outlet.)
2 x 1.5V AAA Batteries-Receiver/Pager
- Range: Approximately 250 Feet
- Pager Battery Life: 1 Month (with 8 hrs of use per day)
- Pager Weight: 2 oz.
- Pager Dimensions: 3-5/16" x 2-1/8" x 11/16"
- One pager supports a max. of 3 mats in 3 customer service zones
- One mat can signal an unlimited number of pagers in one system

"The Larco Customer Awareness System is a must for providing excellent customer service with limited human resources. When you're managing a limited service property, you've got to be in the laundry room, in the pool--you're everywhere. And by the time you get to the front desk to help a customer, they're usually not happy. The Customer Awareness System solves that problem by letting you be two places at once and still serve your customers well."

*--Dan Brown, General Manager
Ramada Inn, Brainerd, Minn.*