



ELEVATING YOUR GUEST EXPERIENCE REVOLUTIONIZING EMERGENCY COMMUNICATIONS

HOSPITALITY ELEVATOR EMERGENCY SOLUTION GUIDE



GUEST EXPERIENCE TRANSLATES TO HOTEL SUCCESS

Guest experience is the cornerstone of hotel success, and with the ubiquity of online reviews, a single negative encounter can ripple through the digital landscape, potentially costing a hotel significant bookings. According to Zuberance, a single unfavorable review can result in a staggering loss of 30 bookings, translating to a financial impact of \$22,800. Consequently, it's imperative for hoteliers to address every facet of the guest journey meticulously.

ELEVATOR INCIDENTS, NEGATIVE REVIEWS, & ADVANCING TECHNOLOGY

The common ground we at Kings III have found with hoteliers is that we all believe the guest experience and the reviews tied to that guest experience are crucial to the success of our businesses. Think about it - what's more likely to happen, a positive review for nice toiletries or a negative review because the guest got stuck in an elevator and their emergency calls went unanswered?

RUDE EMPLOYEES & DANGEROUS ELEVATOR



My husband, kids, and I got on the elevator with a very nice couple to get some breakfast. The elevator began to move but then suddenly slammed to a very hard stop! Yes, worse nightmare come to life, we were stuck in the elevator between floors! We hit emergency buttons and called hotel to get a very rude response. Eventually the fire department came and after 30 mins they got the doors open and we jumped down onto the second floor to get out. Did the hotel greet us and see if we were ok? Did they seem concerned at all? NOPE. Meanwhile, my back is screaming and I'm shaken from the stress of being stuck! I go to the desk where the lady basically tells me she was busy checking out guests. I told her how unhappy I was with the lack of care and she just got defensive and I had to walk away. I tell the story to my brother who was in the breakfast area and he also tells the lady she needs to take care of us. This turns into her calling the cops on us. cops told me it was a messed up situation but hotel still kicked us out. So, apparently if you get stuck in an elevator, don't get upset when no one cares... In addition, there were no safety or operating certificates in the elevator. After going to the DHS website I discovered that their operating certificates expired over a year ago! The elevator is a safety hazard and isn't even properly inspected! My family was in danger and the hotel did not care!

Awful hotel, bad security, & horrible customer service



Worst hotel experience in my life. The first night was great, but on the second night, my girlfriend and I were awakened at 4:30 am by a burglar digginh through one of our bads at the end of the bed. The ran out to the patio and jumped the 4ft wall, never to be seen again. Security came and said they circles the grounds twice per hour and documented our patio door was open at midnight. We asked why they didn't just call us to tell us the door was open since it was a big enough issue for them to document it. They couldn't give an answer. The guy who checked us out was aware of the incident and said nothing about it until we mentioned it. He compensated us \$30 for lunch as an afterthought and said the director of security wanted to talk to us. The director was confrontational, defensive, and aggressive when speaking with us. He actually got in my face. He had nothing to say other than "Well, we cannot predict the future." It was bad enough waking up to someone breaking into our room and belongings, but the way the hotel staff handled the situation was inexcusable. This hotel is unsafe and the customer service is absolutely atrocious. DO NOT STAY AT THIS HOTEL!

STUCK IN THE ELEVATOR & MEDICAL ATTENTION NEEDED



I was stuck on an elevator with 11 other people. One suffered an extreme asthma attack that required emergency medical attention. It was traumatic. Not one member of upper management offered apologies.

GUEST EXPERIENCE TRANSLATES TO HOTEL SUCCESS

So, how does an emergency communication company's expertise factor in here?

As technology evolves, the realm of emergency communications is experiencing a paradigm shift, driven by the phasing out of landlines and the implementation of updated elevator codes. These advancements not only impact technical components for hotels, but also bear profound implications for the human element - the core of exceptional hospitality.

Ultimately, the guest experience is inextricably linked to emergency preparedness. A well-executed emergency response can prevent negative reviews and serve as a testament to a hotel's commitment to guest well-being. Conversely, a poorly managed emergency can unravel years of hard-earned reputation, as dissatisfied guests share their experiences. By prioritizing both technological innovation and human-centric empathy, hoteliers can create a harmonious synergy that resonates with guests, fostering the loyalty and trust required of successful hotels in an industry where 81% of travelers read reviews of travelers read reviews before booking.

In working with the hotel, industry, here are some key factors we have found that affect the guest experience on which we will focus throughout this guide:



1. EVOLVING CODES & THE EFFORTS MADE TO COMPLY



2. CHANGING TECHNOLOGY TRENDS



3. PROPER INCIDENT FOLLOW UP



4. LIFE SAFETY & EMERGENCY PREPAREDNESS

1 **EVOLVING CODES:** **FROM FIRST IMPRESSION TO LASTING SAFETY -** **THE ROLE OF CODE COMPLIANCE IN GUEST EXPERIENCE**



CERTIFICATES OF OCCUPANCY

While the guest experience often brings to mind luxurious amenities and personalized service, it actually begins long before a traveler sets foot in your hotel. The foundation of a positive guest experience is rooted in something far less glamorous but infinitely more crucial: compliance and safety. Obtaining a certificate of occupancy (CO) isn't just a bureaucratic hurdle; it's your first step in ensuring guest satisfaction and safety. A hotel that opens its doors without proper certifications risks not only legal repercussions but also potential hazards that could severely impact the guest experience. Imagine the reputational damage – and potential danger – of having guests stay in a property that hasn't met all safety standards.



Moreover, the timing of these inspections can make or break a hotel's success, especially given the seasonal nature of the hospitality industry. A delayed inspection could cause a hotel to miss crucial seasonal events or peak tourist periods, resulting in significant lost revenue and missed opportunities to create positive guest experiences. Whether it's a beach resort aiming to open for the summer season, a ski lodge preparing for winter guests, or a city hotel getting ready for a major annual festival, timing is everything. A delay in passing inspections could mean missing out on these pivotal, season-related events that attract guests and set the tone for a hotel's reputation and financial success.



The telecommunications infrastructure that forms part of these compliance requirements directly influences the guest experience. From reliable Wi-Fi for business travelers to accessible communication systems for guests with disabilities, these elements play a vital role in guest satisfaction and safety.

Perhaps most critically, emergency communication systems, particularly in elevators, are not just legal requirements – they're lifelines that guests depend on in moments of crisis. A guest stuck in an elevator with a malfunctioning emergency phone is likely to leave a scathing review, regardless of how comfortable their bed was or how friendly the staff treated them.

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EVOLVING CODES: FROM FIRST IMPRESSION TO LASTING SAFETY - THE ROLE OF CODE COMPLIANCE IN GUEST EXPERIENCE

By prioritizing compliance from the outset, hoteliers aren't just ticking boxes – they're laying the groundwork for a safe, reliable, and positive guest experience while ensuring they can open their doors in time for crucial business periods. Let's delve into the specifics of achieving compliance and passing PreCO inspections, with a focus on often-overlooked telecommunications requirements that are crucial for both legal operation and guest satisfaction.

INFRASTRUCTURE

Inspectors may assess the quality/functionality of hotel telecommunication infrastructure, including: proper installation/maintenance of telephone lines, data cabling, networking equipment, and Wi-Fi access points.

DATA PRIVACY & SECURITY

With increasing emphasis on data privacy, guest information absolutely must be protected above all. In addition, hoteliers must maintain compliance with data protection regulations. Their inspections may cover aspects like secure storage of guest data, proper network security measures and adherence to relevant privacy laws.

ACCESSIBILITY FOR GUESTS

It's typically required to provide accessible telecommunication services for guests with disabilities, including but not limited to those who are hearing-impaired. This may include features like TTY/TDD devices, visual notification systems for incoming calls and accessible telecommunication equipment.

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EVOLVING CODES:

FROM FIRST IMPRESSION TO LASTING SAFETY - THE ROLE OF CODE COMPLIANCE IN GUEST EXPERIENCE

EMERGENCY COMMUNICATION SYSTEMS

At a minimum, hotels are required by law to have reliable emergency communication systems in place within elevators. Additional requirements may include emergency phones in common areas and guestrooms, as well as a public address (PA) system for broadcasting emergency announcements.

When it comes to elevator phones, we've seen these challenges:

- Telecom providers are phasing out the support of analog lines, resulting in increased costs, decreased availability and slower service for new elevator installations.
- These industry changes have resulted in limited code-compliant solutions.
- The coordination of multiple vendors to navigate the installation of necessary wiring causes delays, and elevator companies prefer not to have third parties perform any installations on elevators before inspections.
- There's a need for immediate service to make the transition from temporary line connectivity to a permanent emergency monitoring service at new construction sites. We've developed a code-compliant solution that circumnavigates local wiring infrastructure. This helps your elevators get through inspection, avoiding phone lines delaying your construction projects, and eventually transitioning you to our turnkey elevator phone solution.

Kings III can get your elevator emergency phones 100% compliant in 72 hours. Once end users sign a Pre-CO agreement with us, we'll ship the required equipment, ready for quick and easy self-set-up, at a zero upfront cost.

GET THE DETAILS

1

EVOLVING CODES:

PRIORITIZING INCLUSIVITY & ACCESSIBILITY FOR ALL GUESTS

The American Society of Mechanical Engineers (ASME) A17.1 2019+ and International Building Code (IBC) 2018+ have introduced groundbreaking requirements for elevator communications. Upon new construction or modernization, elevators must now feature two-way messaging and video capabilities for hearing or speech-impaired passengers. With over 75% of the United States already enforcing these code updates, the integration of video and two-way messaging in elevator communications is rapidly becoming the norm.

BREAKING IT DOWN: WHAT DO THE UPDATED CODES SAY?

- Elevator communications must now include:
- Two-way messaging capability for hearing and/or speech impaired passengers
- Video capability
- Display message to indicate help is onsite (if rise is 60 ft. or more)

IMPORTANT TO CONSIDER: YOUR EQUIPMENT MATTERS

While keeping up with evolving codes is crucial, hoteliers must be wary of contracts that mandate the use of proprietary or original equipment manufacturer (OEM) equipment. These arrangements can often lead to a range of challenges, including:



LIMITED CHOICES

Proprietary VMS fixtures will only work with the provider's own dedicated phone and monitoring solutions, taking away the ability to choose the solution of your choice.



FUTURE FLEXIBILITY

Code for elevator communication continually change, and you'll want to remain flexible to future updates with elevator phones that exist independently of other hardware requirements.



COSTLY EQUIPMENT

Proprietary VMS systems lock you into costly, single-vendor hardware replacements. Our phone operate independently from VMS equipment, providing cost-effective flexibility backed by lifetime maintenance.

1

EVOLVING CODES:

PRIORITIZING INCLUSIVITY & ACCESSIBILITY FOR ALL GUESTS

Kings III's CabView solution seamlessly aligns with these evolving requirements. By connecting emergency callers with highly trained responders, equipped with two-way messaging and on-demand video access into the elevator cab, it transcends mere regulatory compliance. The solution also embodies the core values of responsible hotel management – a steadfast dedication to protecting guests, upholding their dignity, and ensuring their well-being, even in the most challenging situations.

FOSTERING A SENSE OF SECURITY: THE ULTIMATE GUEST EXPERIENCE

While keeping up with evolving codes is crucial, the true essence of exceptional hospitality lies in prioritizing human lives and fostering a sense of security during emergencies. In an era where inclusivity and accessibility are rightfully celebrated, solutions like CabView stand as a testament to the unwavering commitment to safeguard every life, without compromise.

As the industry continues to evolve, hoteliers must remain vigilant, embracing innovation while maintaining a steadfast focus on empathy and compassion. By seamlessly integrating cutting-edge emergency communications solutions, hotels can proactively mitigate risks, enhance guest safety, and cultivate an environment of trust and confidence.



MORE FROM OUR CODE EXPERTS

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CHANGING TECHNOLOGY TRENDS: A CATALYST FOR INNOVATION - THE LANDLINE PHASEOUT

KEEPING COMMUNICATIONS RELIABLE FOR GUESTS

In March 2026, the FCC issued the Network and Services Modernization Order, cutting the review process that used to slow landline retirements and reducing the required notice window to 90 days. Carriers are already moving on that timeline. AT&T has approval to retire copper service at more than 30% of its wire centers by the end of 2026, with full retirement targeted for 2029. When a wire center goes, every line it serves goes with it, including hotel elevator emergency phone lines.

Elevator emergency phones carry code requirements that few landline replacements are built around from the start. Before choosing one, it's worth asking a few questions: What happens to the phone when building power goes out? Does the person answering the call know exactly which elevator it's coming from? Who's answering, and what happens to maintenance after install?

Compromising guest safety is not a risk worth taking, and it's one that shows up fast in guest satisfaction scores and online reviews.

THE RELIABLE, GUEST-MINDED SOLUTION

Cellular LTE answers each of those questions directly. Kings III's turnkey offering covers the dial tone, the equipment, and the emergency response through one vendor, so hotels never have to bring an existing PBX system into compliance with elevator emergency codes. That means less risk, less liability exposure, and fewer maintenance surprises down the line.

FIND OUT MORE



3

INCIDENT FOLLOW UP: BEST PRACTICES FOR ADDRESSING NEGATIVE SITUATIONS

GUESTS DEMAND TO BE HEARD AND FEEL SAFE

Guests expect their opinions and issues to be heard and addressed, now more than ever with the prevalence of online reviews. They need to know someone is aware of onsite issues and doing everything they can to correct the problem. Most importantly, guests need to feel safe and be able to rely on the hotel staff during an emergency.

EXAMPLES OF INCIDENTS THAT REQUIRE FOLLOW UP



**EMERGENCY
EVACUATIONS**



**ELEVATOR
ENTRAPMENTS**



**POWER
OUTAGES**



**APPLIANCE
MALFUNCTIONS**



**HOUSEKEEPING
MISHAPS**

HOW GUESTS SHOULD BE ADDRESSED AFTER AN INCIDENT

APOLOGIZE

This is the first and most important step.

PROVIDE ASSURANCE

Assure the guest(s) that you will investigate the situation and potential solution, if there is one.

SHOW YOU CARE

Ask meaningful questions. Find out if there are specific details about the event that the guest(s) want to relay.

FOLLOW UP

Small gestures go a long way. This can range from checking back in to sending the guest(s) discount cards or a gift card.

3

INCIDENT FOLLOW UP: BEST PRACTICES FOR ADDRESSING NEGATIVE SITUATIONS

INCIDENT SPOTLIGHT: ELEVATOR ENTRAPMENTS

Unless it has happened to you, you really don't think about what a negative experience getting stuck in an elevator can be. At best, it's an annoying interruption to your day. From there, the reactions only get worse. Some tenants can become extremely panicked and feel a sense of helplessness. Some will try and pry the elevator door open (potentially worsening their situation). For others, an elevator entrapment can even trigger a pre-existing medical condition, creating a safety issue.

How often does this happen? More than you'd think. Elevator entrapments are an all-too-common occurrence, with significant implications for guest safety and the overall hotel experience.

PROACTIVE RESPONSE: A BEST PRACTICE CHALLENGED

In a study conducted with building managers at the BOMA International Conference, we found that attendees consider it a best practice to proactively follow up with every person trapped in an elevator. However, many had trouble doing so - a common complaint was being unaware of the entrapments that occurred onsite.

This disconnect between the expected guest experience and the hotel's ability to respond effectively highlights the critical need for enhanced emergency communication systems and processes. By empowering hotels to rapidly detect, respond to, and resolve elevator entrapments, the guest's sense of safety and trust can be restored, mitigating the risk of negative reviews and reputational damage.

**KINGS III'S TURNKEY EMERGENCY PHONE SOLUTION KEEPS YOU IN THE
LOOP WHENEVER AN EXTRAPMENT OCCURS.**

LEARN MORE

4

LIFE SAFETY & EMERGENCY PREPAREDNESS WHAT'S THE BIG TAKEAWAY FROM ALL OF THIS?

SAFETY & GUEST EXPERIENCE MATTERS.

IMAGINE YOURSELF AS A TRAVELING GUEST AT YOUR HOTEL

Step into the elevator, allow the doors to close, take a deep breath, and press the emergency call button.

Seriously, it's okay. You're encouraged to test them regularly!

Be sure to assess your experience:

- How long did it take for the call to be answered?
- Could you hear one another okay?
- Did they know your exact location without your help?
- Considering you have travelers from all over the world, could they provide help in more than one language?
- Did you feel important, valued, and safe?

If there's **ANY** room for improvement here, you should consider a new solution.

WHO WE ARE

At Kings III, we provide critical communication services to help people in distress. We answer the call when seconds count, with over 35 years of experience making those seconds count when it matters most. Our all-inclusive solution includes equipment, installation, maintenance, and 24/7 monitoring at our own Emergency Dispatch Center.

Our best-in-class emergency dispatch service helps reduce risk and liability for hotels, keeping safety a staple of your brand and taking unnecessary pressure and responsibility off your front desk. Additionally, our full-service solution helps eliminate unexpected costs associated with maintenance.

COMPREHENSIVE EMERGENCY COVERAGE

The most common areas we provide emergency phones and response are elevators and poolside. However, our services extend to parking, exteriors, fitness centers, stairwells, and beyond. Wherever guests or staff may need immediate assistance, Kings III is there to ensure their safety and well-being.

A COMMITMENT TO CUSTOMER SERVICE

Our customer retention rate is remarkably high at nearly 98%. Most important to our team and our customers alike is that we stand behind what we sell and service. If there is a problem, we fix it, period. We are in the life safety business, and we understand that our service must work when needed. What we do here really matters. How we do it matters even more.

BY PARTNERING WITH KINGS III, HOTELS CAN PRIORITIZE GUEST SAFETY AND ELEVATE THEIR EMERGENCY RESPONSE CAPABILITIES, FOSTERING A REPUTATION FOR EXCEPTIONAL SERVICE AND UNWAVERING COMMITMENT TO THEIR CUSTOMERS' WELL-BEING.

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