



## Objectives

Westgate Las Vegas is fun-filled vibrant resort-casino located just a few blocks from the Las Vegas Strip. With 2,956 guest rooms, there's never a lull in action and customer service is of the utmost importance. In using TraknProtect's inventory tracking system, their objectives were to:

- **Decrease** time spent fulfilling customer requests
- Make it easier for housekeepers & porters to locate items
- **Manage** guest expectations right from time of check-in
- **Enhance** Guest Experience

## The Results

## Solution and Implementation

Westgate Las Vegas is the **first** hotel to integrate TraknProtect's easy-to-use tracking technology with HotSOS to create a seamless solution:

- TraknProtect trackers are attached to inventory items such as rollaway beds, luggage carts etc
- Hubs were placed in storage areas on every floor
- When a requests is received via HotSOS work-order, TraknProtect provides location of item closest to request.
- TraknProtect App updates the inventory count and location of available items in real-time.

*"By using TraknProtect to know what we had in inventory and where it was, our goal was to drive up guest satisfaction and reduce wait times for things like fridges or rollaway beds."*

*Brent Tary, Executive Director of Operations,  
Westgate Las Vegas*

**Westgate is now implementing Phase II, allowing them to have panic buttons, vendor tracking and room tray tracking.**