



Piedmont Social House Keeps Crowds Flowing With LRS Paging Systems

Charlotte, NC based Piedmont Social House is a boutique entertainment center. A full service 20,000 square foot entertainment complex featuring a full-service restaurant, 3 bars, 12 bowling lanes, and a large outdoor entertainment space. Their customers come to enjoy a night out, professional team-building, friendly get-togethers or one-of-a-kind date night experiences. To sum it up, they like to eat, play and party.



Process and Project Manager, Stephanie Moore, said, "Piedmont Social House is based in the social hub of Southwest Charlotte, providing the finest in approachable cuisine to a wide variety of customers in a Prohibition-inspired setting that pays homage to the Piedmont region's rich history."

With limitless activities, multiple event spaces and conference rooms. Piedmont Social House has a large number of customers to coordinate and respond to. Therein was the problem, communicating effectively with their guests. This was a key factor when making the decision to implement LRS Guest Pagers at Piedmont Social House. Maintaining a unique atmosphere while keeping our customers flowing while still having fun had to be a part of their decision making process.

The Challenge: Before purchasing the Guest Paging System from LRS, Piedmont Social House had merely taken customers cell phone numbers. They would try to call or text the customer when their table or bowling lane was ready. However, due to the size and the noise of the facility, it was difficult for staff to hear

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Stephanie Moore,
Process and Project Manager



Provided by LRS

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customers recite their number and for customers to then hear or notice their phone when being notified. As you can imagine, the end result was frustration for both the customer and the staff.

The Solution: Purchasing a Guest Pager Systems for use on busy evenings, Piedmont Social House had a better way to notify guests in a loud, active environment. They specifically chose the LRS guest pager system for the range as they encourage customers to explore Piedmont Social House, play games, grab a drink at the bar or find an activity while they wait. The size of the facility required a pager system that could reach every corner, and LRS' solution was a great fit.

The Results

Increased Communication with Customers: It became easier for staff to notify customers. Because the pagers are held or are in plain sight, customers know immediately when their table or lane is ready. Customers appreciate the peace of mind a paging system provides in knowing they'll be notified when it's their turn to play.

Improved Service and Hospitality: Guests can now relax and explore the 20,000 foot facility knowing they wouldn't miss their place in line for a bowling lane or their table. The Guest Pager had the ability to reach anywhere in the facility.

Streamline Operations: The communication between staff and customers became effortless. Making an easy shift with the Guest Pagers to notify guests was fast and simple.

The Conclusion

Piedmont Social House is in the business of making happy experiences and fun memories. LRS gave them a solution to maintain their brand of service while offering customers the freedom to play games, be entertained or relax before grabbing a bowling lane. Guest Pagers helps communication flow throughout a large facility where texting and calling was not a reliable solution for this business.

