



Best Western Inn at the Meadows

Room Count: 146 rooms on 3 floors, plus a restaurant, pool, meeting areas, and breakfast room

Property Type: 45% business, 45% transient/tourist, 10% groups

Location: Urban area; hotel serves both Portland, OR and Vancouver, BC metro areas

Solution Overview

- Redesigned network using Radius Gateway RG-601h gateway and RG-AP1300 APs
- Went from 3 APs/floor to 13 APs/floor; improved targeting of WiFi signal toward rooms
- Scores went from low to several points over benchmark

“I had been helped through the process...with boots on the ground, [there were] no issues at all. I didn’t really have to remember anything, and the install process didn’t really affect guest service. There was a plan ahead of time, and everything went smoothly.”

– Andrew Fringer,
General Manager

SOLUTIONS FOR BEST WESTERN HOTELS – CREATING A BETTER GUEST EXPERIENCE

The Best Western Inn at the Meadows is a 146-room hotel in the Portland/Vancouver area. The hotel maintains a pool, convertible meeting spaces, and a “very busy” 60-guest breakfast room. The hotel serves both business and leisure guests, with special focus on families, couples, and blue/grey-collar travelers such as railroad employees, construction workers, and medical workers.

The Challenge

Under previous ownership, the guest WiFi solution included just 9 APs for a 3-story building with very long corridors. This resulted in below-benchmark guest satisfaction scores and unsatisfactory ratings; in 2018, Best Western put the hotel on probation and mandated that the new owners make changes to address these issues. The new owners chose Hospitality WiFi to assist with this process because of its reputation as a Best Western Endorsed Vendor for HSIA.

The Solution

Hospitality WiFi designed a new top-to-bottom solution for the property, including a Radius Gateway RG-601h gateway and RG-AP1300 APs. The new design improved coverage to 13 APs per floor and directed the signal toward guest rooms “instead of toward the parking lot,” as GM Andrew Fringer notes. The new solution also rebooted the equipment rack and increased available bandwidth.

The Results

Both guests and staff have been happy with the performance and operation of the new solution. Guest satisfaction scores have greatly increased and are now consistently several points above benchmark. GM Fringer approves, saying, “The splash page now makes it easy for guests to login, the process is very clear, staff is able to help with the basics for guests who aren’t familiar with the process, and HWF support staff is able to help them as needed. Complaints have decreased – we really aren’t getting negative feedback from guests anymore!”