



Best Western Inn at Hunt's Landing

Room Count: 109, plus approx. 10,000 sqft of F&B space (restaurant, meeting space, etc.)

Property Type: 80/20 leisure, primarily tourism

Location: Matamoras, PA; near Delaware River and Poconos regions; close to borders of NY/NJ

Solution Overview

- Complete network refresh using Radius Gateway RG-651h gateway and RG-AP1300 APs
- Cloud Controller for improved management
- “Remember Me” service for easier guest logins
- Scores went from low to top 20%

“Hospitality WiFi has been right on the ball and very easy to work with. Our guest feedback is like night and day [from where it was].”

– Ryan Saunders, CHS
General Manager

SOLUTIONS FOR BEST WESTERN HOTELS – IMPROVING GUEST WiFi RATINGS

The Best Western Inn at Hunt's Landing is a 109-room property nestled in the Delaware Water Gap scenic region at the confluence of PA, NY, and NJ. The hotel maintains a restaurant, lounge, pool, and banquet/catering and meeting facilities. While guests are primarily visiting for leisure/tourism, the hotel also serves some contract and blue-collar workers who travel along the nearby highways.

The Challenge

Several years ago, a new ownership and management team with WNW Hospitality Management at the hotel found the property in need of updates. Guest ratings had declined, and there was a need to modernize and improve the entire property. To help with the WiFi, which had been receiving complaints from guests and from Best Western corporate, the hotel chose Hospitality WiFi 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-651h gateway and RG-AP1300 APs. Care was taken to ensure that enough access points were installed to cover guest rooms and other spaces (pool, restaurant, etc.) with coverage to meet brand standards. The hotel also chose the Cloud Controller solution for improved management and the “Remember Me” service to enable easier guest logins.

The Results

The hotel has been delighted with the improvement in the guest WiFi. Hospitality WiFi took care to return to the property to adjust the setup after installation for optimal performance. Whereas the hotel had previously been in advocacy status due to poor WiFi ratings, **WiFi scores are now in the 90s, putting the hotel's WiFi in the top 20% of Best Western hotels.** Guests are happier also – as GM Ryan Saunders noted, “guest feedback is like night and day!”