

FOR IMMEDIATE RELEASE

O'Brien's Riverwalk capitalizes on busy summer season in downtown Chicago with GuestCall café pagers and Motorola 2-Way radios from HME Wireless

Unusual entrance setup facilitated need for restaurant paging systems; as a result, customer experience is enhanced

Atlanta, GA—June 27, 2011—O'Brien's Riverwalk Café, a seasonal restaurant overlooking Chicago's famed downtown riverfront, has enhanced its service and efficiency with a combination of GuestCall [pagers for restaurants](#) and Motorola CLS 2-way radios. Faced with bustling lunchtime crowds and a unique, dual-entrance setup, O'Brien's needed to improve staff communication or risk costly walkouts and bad service experiences.

The all-outdoor restaurant is about 200 feet long, and its hostesses had to walk the entire length to communicate about seating options for waiting customers. Invariably, guests were overlooked or ended up being unhappy with long waits. Now the hostesses communicate instantly via the [Motorola CLS](#) 2-way radios, and customers are more relaxed about waiting, knowing they'll be paged as soon as a table is ready.

"Our customers feel more respected now because they feel that they're being taken care of faster," said manager Caitlin O'Brien. "They've also complimented us on the professional look of the pagers."

O'Brien was inspired to try the [café pagers](#) after a trip to San Antonio's riverwalk, where she noticed that "just about all" the establishments there were using restaurant paging systems. After some comparison-shopping she settled on a [GuestCall](#) wireless paging system, citing the good price and her satisfaction with a "very helpful" HME Wireless rep.

O'Brien's Riverwalk Café can accommodate about 200 people at a time, and as an outdoor, seasonal restaurant, it needs to capitalize on every sunny day it can—a charge made easier thanks to restaurant pagers and 2-way radios from [HME Wireless](#).

"We're always improving, looking for things that we can do better," said O'Brien, "and this is a step in the right direction."

"We are really excited to see a well-known establishment like O'Brien's Riverwalk choose HME Wireless for their on-site paging needs," said Russ Ford, Vice President HME Wireless. "The quality of our [restaurant pagers](#) and commitment to excellence are right in line with the way they run their exceptional business and we are honored to be a small part of their ongoing success."



Onsite Paging

For more information on guest paging solutions for restaurants and complete on-site paging solutions from HME Wireless, call (866) 611-4202 or visit www.hmewireless.com.

About HME Wireless, Inc.

An industry leader, HME Wireless (formerly NTN Wireless) offers a complete line of reliable on-site messaging solutions to improve efficiency and customer service for businesses worldwide. Restaurants, hospitals, church nurseries, and retail businesses are just a few that have been using our systems to increase sales, productivity and customer satisfaction. HME Wireless is a subsidiary of HM Electronics, Inc.

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