

## Case study

CISA esigno is a hit  
with the hotel manager



### Grand Hotel Verona

The Grand Hotel Verona is an institution in the town. Just a short walk from Piazza Bra and the Roman Arena, it welcomes tourists visiting the region's capital and businessmen from all over the world, drawn by important events such as Vinitaly.

The hotel was originally the town house of the aristocratic Reichenbach family from Austria and is a living monument to the Liberty style of the Twenties. The hotel is run by Laura Zago, a young manager who now holds the keys to one of the most prestigious hotels in the Veneto. "I have no training in hotel management, I used to work in PR" Laura is quick to point out. "The owners were looking for 'young blood' and after years of working I got the job". What is it like running a hotel? "It means the telephone rings at all hours but also that you can't have direct control over everything. You have to trust your team of experts and work together to provide the guests with the best service possible".

Laura compares her experience of life in a hotel with that of other everyday situations: "...the hotel is like a small town, relationships are everything. A manager must choose his fellow workers carefully and get them involved. Promote a healthy relationship built on trust that should be strengthened day after day.

The figure of the hotel manager is becoming increasingly specialised, irrespective of the size of the establishment: from the most complex hotels to family run businesses. Our staff must be allowed to work with the guests without feeling we are constantly breathing down their necks and we managers must check everything is running smoothly".

Check, control and trust are key words in the manager's vocabulary: "It is up to the manager to set the parameters in order to check the quality of services on a daily basis. The manager must have the skills to choose the best suppliers because they actually become part of the hotel. It's like the pastry test - for it to be good, it has to be good every morning". With this maxim in mind, a manager chooses his suppliers, from pastries to door locks.

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The Grand Hotel Verona already had CISA mechanical locks installed on its guestroom doors but, three years ago, testimony to its well-established long-standing relationship with CISA, it decided to follow the advice of its local agent and fit a CISA electronic contactless lock on one door as an experiment.

It was such a success the hotel now has 65 CISA eSIGNO electronic locks, the latest contactless contact from CISA. While security and protection are undoubtedly key priorities for the hotel industry, design and efficiency are becoming more and more important. CISA eSIGNO combines superior Italian design with features such as intuitive opening (by simply holding the card up to the reader), battery power, wireless technology and a “do not disturb” LED signal that advises staff when guests are present in their rooms.

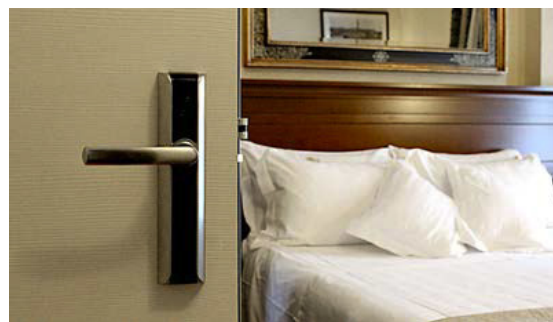
One feature which was a particular favourite was the “do not disturb” guest privacy function which, thanks to a LED signal, advises staff when guests are present in their rooms.

Installing the CISA eSIGNO system at the Grand Hotel in Verona is further confirmation that the contemporary design of the lock adapts to a wide variety of needs, becoming an integral part of the hotel and adding to its appeal.

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“What struck us most about CISA eSIGNO was its design: modern, elegant and compact, it blends in seamlessly with the classic look of our rooms and the result is highly sophisticated”. Laura goes on to say “We got both our architect and CISA agent involved to ensure the satin silver finish on the CISA eSIGNO lock became a leitmotiv for the other furnishings in the room, from the number on the door to the handles on the other doors inside”.

Grand Hotel Verona	
Descrizione Articolo	65 CISA eSIGNO Silver Satinato
Codificatori tessere CISA	1
Gestionale	CISA Smart Software

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