



# Case Study: Le Méridien Tampa

Michael Falconer is the Director of Sales at Le Méridien Tampa, a Marriott hotel located in downtown Tampa.

## The Client's Problem

Le Méridien Tampa receives hundreds of calls a day. They needed an effective way to handle the incoming call volume, and make sure that callers were directed to the correct person. Not only that, but they needed to sound 100% on brand, so that callers received the same Le Méridien experience as guests experience throughout the hotel.

## Spectrio's Solution

Since Spectrio started as an On-Hold Messaging company, they've been perfecting the art of answering calls and optimizing hold time for 30 years. So when Michael connected with them, Spectrio had the exact the solution they were looking for. Spectrio worked with Le Méridien's corporate office to help them select a custom voice talent, produce scripts, and identify music that fit the brand standard.

## The Result

"Spectrio offers us an efficient process for answering and routing calls," Michael said. "Our hotel has increased its revenue year over year since it opened. I have no doubt that Spectrio plays a part in this success."