



## VoCoVo Go Improves Customer Experience

Shaw's Fish & Chips have been proudly serving the people of Barnsley since 1979. In that time, the team at Shaw's have always maintained a first-class standard of service and high quality food.

Commercial kitchens are often busy, noisy and staff are required to be in constant communication with each other across departments: Mike Shaw noted that **"a noisy kitchen environment and noisy front of house meant that chefs and customer service had to almost shout to each other over equipment to communicate. This impacted on the customer experience as the customers could hear all of this noise."**

Using the VoCoVo Headsets, members of the Shaw's Fish & Chips team can now effectively communicate with other employees elsewhere on the premises in full duplex at the touch of a button. **"The VoCoVo System has totally stopped the shouting. It's fantastic!"**

**"The VoCoVo system is simple, easy to use and works brilliantly. The team at Speak-IT Solutions are very knowledgeable and supplied us with a great product."**

Mike Shaw | Shaw's Fish & Chips



## The Challenge

Implement a new system that allows colleagues to communicate effectively in a noisy service environment

## Key Requirements

- High quality audio
- Seamless communication
- Plug-and-play usability
- Minimise unnecessary noise

## The Solution

VoCoVo Go Starter Kit

## The VoCoVo Solution

VoCoVo Go Starter Kits provide all of the equipment necessary for users to get up-and-running with minimal fuss. Headsets are configured with the base unit prior to delivery to the customer, negating the need for a complicated installation and setup.

Using VoCoVo Call Points, your team can communicate with customers easily and efficiently, minimising the amount of face-to-face contact required; ideal for effective, safe and hygienic click-and-collect type services.

