

# Quadriga®

Your trusted partner

'Not only do we have satisfied guests, but Genesis has also created new and profitable revenue streams'

*Le* **MERIDIEN**  
MÜNCHEN



## Highlights

**Guest satisfaction and repeat business.**

**Ability to offer a wide range of services.**

Le Meridien, Munich, first opened its doors in 2002 and at the time of opening had already installed Quadriga's Genesis internet and entertainment solution.

For this prestigious 5 star hotel, the installation of such a solution was considered an absolute necessity. For its mix of both business and leisure guests, it was vital that they could offer a wide range of guest services to encourage loyalty and maximise guest satisfaction, and that the in-room TV's were stylish and modern to create the right sort of image in keeping with the 'Meridien' brand.

Genesis was selected as it met both of these key criteria by providing a wide choice of services for guests and was compatible with Philips stylish flat screen plasma TV's. The original installation included Music and Movies-on demand, Laptop Internet via a wired connection and TV Internet, Subsequently Laptop Internet has been made available in all meeting rooms and WiFi provided in public areas - vital and strategic services for a 'city' hotel to ensure the repeat visit of the business guest.

Since the installation, Le Meridien has been thrilled with the Genesis solution. General Manager, Andreas Kirsch comments, "Our ongoing high levels of occupancy and repeat business is partly attributable to the Genesis internet and entertainment services offered to our guests. Not only do we have satisfied guests, but Genesis has also created new and profitable revenue streams for the hotel. I am very happy with our partnership with Quadriga and am confident that working together we will continue to meet the demanding needs of our guests, now and into the future."