

Customer Spotlight: Wests Group Australia

Guest Paging with GuestCall IQ

The Wests Group Australia (Wests) is a Newcastle owned and operated (not for profit) membership based organisation providing exceptional entertainment, accommodation and dining options. The outstanding function facilities are renowned in the region for style and value and the health and fitness centres offer exceptional services.

Today Wests is one of the largest private employers and an economic driver for the Hunter region. The Clubs are a source of enjoyment for thousands of members and visitors each day who come to enjoy the entertainment, bar and dining options. Wests has constantly grown and developed by offering a diverse range of product and by incorporating quality food, modern facilities, attractive décor and popular entertainment all backed by outstanding customer service.



Andrew Wilcox, Group Operations Manager says “Great hospitality is all about quality, facility and produce, offered with friendly attentive service. At Wests we believe in modern technology to assist staff to perform at their best. Reliable, user friendly paging systems provide our patrons with superior customer service and allow our business greater staff controls. I can’t imagine operating our business without the advantages that guest paging provides”.



Wests Group Australia counts on UniPage’s GuestCall IQ restaurant pager system to keep waiting members & guests relaxed and ensure they collect their food while it’s hot every time. Armed with compact GuestCall IQ pagers, members & guests are free to wander to nearby bar’s, the gaming & TAB area’s or relax outside.

“The guest paging system is a great addition to our business,” said Wilcox. “Allowing people to sit back, relax and have a good time. “With GuestCall IQ restaurant paging from UniPage, our staff are able to focus on offering quality food and beverage and allow our guests to experience great service.”

“Like many clubs in the competitive landscape of the hospitality business today, Wests Group Australia is using the latest in guest paging technology from UniPage to deliver an exceptional guest experience,” commented Wayne Maeder, Managing Director of UniPage. “Customers like Andrew really validate the fact that we are listening to the industry and delivering game changing products,” added Maeder.

Founded in 1960, The Wests portfolio includes registered clubs Western Suburbs (N’cle) Leagues Club and Wests Bowling Club at New Lambton, Wests Mayfield and Nelson Bay Diggers. Accommodation is professionally provided by The Executive Inn and The Gateway Inn, Newcastle. Balance Health Clubs are the largest Newcastle owned chain of fitness centres and offer exceptional facilities over four sites.

Wests Group Venues are well known for their outstanding dining choices, live entertainment, and hotel facilities. Wests Group is an excellent destination for a weekend away, an after-work unwinding, or just a night out with family & friends.. Guest Call IQ restaurant paging helps set the tone for a relaxed, easy-going atmosphere the moment members & guest walk in. So if you’re in the mood for a long weekend ... or just looking to unwind after a long day with an ice cold beer and live entertainment, make a stop into a Wests Group venue near you...Where you’re sure to have a great experience each and every time.