X HOPPERS CUSTOMER STORY

Gas King: from radios to intelligence

How a multi site fuel, car wash and retail business replaced old two way radios with headsets, AI answers and smart call points.



SECTOR
Fuel, car wash and retail

LOCATION
Southern Alberta, Canada

ROLLOUT
Pilot store, then every location

THE CHALLENGE

Staff used bulky two way radios with wired earpieces that were uncomfortable and offered little value, so they were rarely used. New starters struggled to remember complex procedures for lottery, tobacco and propane sales, and managers spent a lot of time answering the same questions.

THE SOLUTION

- ✓ Lightweight wireless DECT headsets for every store associate
- ✓ An AI assistant loaded with the full operations manual, giving instant answers on procedures
- ✓ Smart call points (QR codes) at fuel pumps and car wash bays that alert every headset when a customer needs help
- ✓ Headsets connected to the store phone system, so calls are answered anywhere
- ✓ Analytics showing what staff ask the AI, to spot training gaps

THE RESULTS

- ✓ 100% adoption across store staff
- ✓ Managers update the handbook and the AI together, based on the questions staff ask
- ✓ Customers get help where they are, so sales are not lost
- ✓ Staff can call for backup discreetly, improving safety
- ✓ After a successful pilot, rolled out to every location

> **“We’re now catching those nuanced questions that used to fall through the cracks.”**
>
> Scott Sibbet, VP Retail Operations, Gas King

Customer story courtesy of X Hoppers. Kee Business Services supplies and supports X Hoppers for UK businesses.

Let’s have a proper chat

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