



Perfect Reception

[www.reception.ie](http://www.reception.ie)

Castlemartyr



Fota Island



Some of our 5 Star Hotels



The G Hotel



Aghadoe Heights

# Incoming Call Management.

- On average, hotels miss up to 120 calls a week.
- 25% of total calls are reservation related.
- Every missed call represents a missed revenue opportunity
- Every call is professionally answered by our highly trained team.
- Perfect Reception will handle calls according to your instructions and tailor a package around your needs.



The Galmont



Radisson Blu



Some of our 4 Star Hotels



Mount Wolseley



Harvey's Point

# How It Works.

## **Telephony:**

- Call Forward or No Answer: We will liaise with your telephone maintenance company to enable and configure this option. The most popular configuration is when you do not answer a call within 20 seconds, the call forwards to our call centre team.



## **Knowledge Base/Ticket Management Software:**

- We provide you with your own customised online Ticket Management Software. Our team has a knowledge of your business backed up by a comprehensive, searchable knowledge base. If our team does not have immediate answers, they raise a ticket on your Ticket Management Software for your personnel to deal with.
- Tickets generate an email which can be routed to individuals or departments depending on your requirements. Once a ticket has been dealt with, the staff member closes the ticket, so you know the issue has been dealt with.

# Client Testimonials.

**FOTA RESORT, CORK**

**Seamus Leahy Sales Director**

“We have been using Perfect Reception for over 4 years and have found them to be extremely versatile and more than accommodating to our needs and requirements, they are very professional and feedback tells us they are perfect Ambassadors for our properties.”

**BREAFFY HOUSE HOTEL**

**Wilson Bird General Manager**

“We have worked with Perfect Reception for just over a year now, we have seen a definite increase on weekly bookings, spiking at our busier times as they predicted. We find them very professional and flexible and professional to any changes we request.”

**RADISSON BLU HOTEL & SPA, SLIGO**

**Seamus Preston General Manager**

“We have been working in partnership with Perfect Reception since early 2017. Perfect Reception provide us with a telephone call answering service for the hotel. The setup was incredibly simple and efficient, and Jim and his team answered any questions or queries we had about the service with confidence. Perfect Reception have provided us with excellent customer care and support, and we look forward to a long and continued working relationship with them.”

# What This Means To Your Business.



Perfect Reception  
[www.reception.ie](http://www.reception.ie)

Perfect Reception	
missed calls per week	120
room reservations	25%
reservations calls	30
Conversion rate	50%
Rooms Sold	15
Total revenue per room	€120
Potential revenue per week	€1,800
Potential Annual revenue	€93,600

**How much revenue could you be losing year on year ?**

## What is the Cost?

- There are no contracts. There is a one-off set up fee and we charge per call received. We provide monthly reports with KPI's and a full audit trail.

1800 910 555

[www.reception.ie](http://www.reception.ie)