



GuestTek  
freedom of reach



## Why we are so good at Support

***Guest-Tek is very proud of our Call Center. In fact, we believe that this team, made up of the Help Desk and NOC, are the key to our success – past, present and future. The winning formula comes from combining the right people with the right technological tools. Read on to find out more!***

### **HUMAN RESOURCES**

At Guest-Tek we recognize, and respect, that perception is everything in the hospitality business. To most hotel guests who are picking up the phone to call for support, this service is simply an extension of the hotel experience. Many may not even realize that they are calling outside of the property or brand.

That's why we believe it's all about the people. These are the people who are customer facing, who are on the front lines taking calls and resolving customer issues. These are the people who our customers have come to respect.

### **LANGUAGES**

Communication is our primary goal in the Help Desk. To ensure we meet our client demands, the Guest-Tek Help Desk operates 24/7/365 in 3 core languages: English, French and Spanish.

In addition to these languages we also have available on a periodic basis more than 20 other languages for guests to receive assistance in. Samples of these languages are: Arabic, Cambodian, Cantonese, Croatian, Hindi, Hungarian, Polish, Punjabi, Romanian, Russian, Serbian, Tagalog and Vietnamese. Many of our agents with a second language also have experience with Windows operating systems in foreign languages. This further enhances the agent's ability to better help the guest with their questions.

### **TRAINING PROGRAMS**

***All agents that are hired into the Help Desk participate in a three week induction training program. This program is focused on 3 main areas:***

- customer service in the hotel industry
- technical training on Guest-Tek systems
- ownership/empowerment training

These 3 areas are instrumental for communicating with the guest in a professional manner. A manner that is seamless to the hotel service; working with the guest with their technical issue and ensuring that the issue is resolved the first time (one-touch resolution). During the induction training there is constant testing and, prior to being allowed onto the Help Desk floor, there is a final exam. Ongoing training and certification is conducted to keep agents up to date on new technologies and processes.

### **STAFFING LEVELS**

With almost 10 years of experience providing toll-free end user support to hotel guests, we've gained a good understanding of call patterns. Typically, evenings are busier than day time and as the week progresses, the call volumes tend to relax. Anticipating and appropriately staffing for peak periods is a challenge our Call Center management always strive to meet head on. The Call Center team is in a near continuous state of expansion, as we add new customers to our portfolio daily. As we grow our business internationally and into new segments of IP technology the Call Center is always one step ahead of the game, anticipating guest need to provide seamless, technical help – 24/7/365!