



Call Gating

Our Call Gating solutions provide professional servicing of your hotel's reservation calls after regular reservation office hours (weekends, evenings, during staff meetings) and during overflow situations. Calls are serviced by the same group of agents that handle the Preferred Hotels & Resorts toll-free reservation lines.

HOW IT WORKS

Our Call Gating offers the best in professional voice sales and servicing including:

- Lines answered in the hotel's name for seamless transition for the caller
- Tracking details on all calls including number of calls received, talk time, time of day, and conversion ratio
- Available 24/7 in English and Spanish
- Other languages are available for weekday call support for hotels located in Europe and Asia

BENEFITS

- **Eliminate missed calls and revenue opportunities**
Opportunity to provide accountable professional voice solutions and sales support to guests for after-hours calls or during overflow periods
- **Phone answered by trained reservation professionals**
Place specialists on the phone rather than untrained, on-property staff
- **Detailed reporting on call and production statistics**
Helps you with rate strategies
- **Leading Edge Voice agent system**
Designed for reservation agents to ensure maximum conversion

SETUP AND FEES*

One-time setup fee	US\$550	€500	£450
Per-minute fee (<i>English language support</i>)	US\$1.25	€1.17	£1.05
Per-minute fee (<i>non-English language support</i>)	US\$1.75	€1.70	£1.40

*Contracted transaction fee for voice reservations apply.

Call Gating *(continued)*

FAQs

Where are the agents located?

Preferred Hotels & Resorts works with two service providers, and all agents are U.S. based in St. Louis, Missouri or Dallas, Texas.

How are the agents trained on my property?

The implementation process involves Voice Content Audit and a Product Presentation for agent training. Ongoing training refreshers via WebEx and Call Center visits are also welcomed.

Can the Call Center team book group blocks?

Yes, SynXis Voice Reservation system allows the agents to book into group blocks.

How does the Call Center team contact the hotel if there are any questions from customers they cannot answer?

There is a formal escalation process for agents to submit questions and customer contact information to the property via email for a call back from hotel and seamless customer service.

How do I obtain reporting?

Monthly reports are sent by Preferred Hotels & Resorts to identified contacts at your property.

FOR MORE INFORMATION

Please contact your Preferred Hotels & Resorts Director of Revenue Account Management for more information.