

# CATERING, TAKE-OUT SPECIALISTS



## TREATING YOUR GUESTS LIKE FAMILY

**Clients** Multi-location Restaurants

- Issue** Decentralized ordertaking & service:
- Not efficient - missed calls - miss opportunities - missed revenue
  - Front desk restaurant staff trying to service in-person guests and phone orders at the same
  - Inconsistent custom service experience hurts brand

**Results** Clients saw up to 15% revenue growth

### Solution

- Centralized communication model
- Route all orders on all platforms to one specialized contact center
- Train agents to be certified catering specialists with detail menu knowledge
- Consistent customer experience and brand immersion helps repeat business.



CALL CENTER CONCIERGE LLC

PHONE: 800-410-1107

EMAIL: [INFO@CALLCENTERCONCIERGE.COM](mailto:INFO@CALLCENTERCONCIERGE.COM)