

Increase Voice Channel Revenue | Improve Guest Satisfaction

The Premier Hotel Voice Reservations Team

A hospitality company that takes reservations calls



KENNEDY TRAINING NETWORK CERTIFICATION

The only call center certified by the Kennedy Training Network that uses a customized, effective sales technique on every call.



FORBES FIVE-STAR STANDARDS

Our team is trained to meet rigorous Forbes standards – and we're tested by Forbes, too.



SERVICE CALLS

A true hotel partner: your exacting standards for customer service are maintained while generating more revenue from your existing calls.



SOFTWARE

Innovative software designed to increase transparency and capture sales leads is included in our existing affordable rate structure.



REPORTING

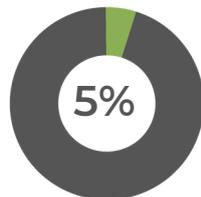
Simple, clean, customized reporting for your revenue management, accounting, and operations teams to identify revenue opportunities and concerns.



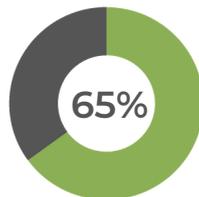
AFFORDABILITY

Fair, reasonable, and transparent fees that align with your revenue goals. With rates at less than \$1.00 per minute, you'll easily reduce fixed payroll costs.

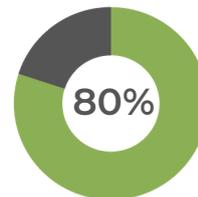
Voice is the second-most profitable revenue channel for hotels



Less than 5% abandonment



65% minimum conversion of reservation calls



80% of calls answered within 20 seconds

Is your hotel achieving these critical benchmarks?

References



The only hospitality call center to use advanced operational management tools and make continuous investment in voice technology and training

Guest Lead Seeker™

GUEST LEAD SEEKER

Travel Outlook's proprietary CRM is an alternative to expensive systems, such as Narrowcast®, and is included in our rate structure. It allows a second chance to track and book turndowns, and direct connection with Cendyn is underway.

CALABRIO™

CALABRIO WOKRFORCE MANAGEMENT

Provides the tools for us to staff efficiently, passing the savings on to you.

CLEARVIEW

CLEARVIEW

Provides real-time remote access to critical KPIs, even on a flat screen in your office.

DIZZION

DIZZION THIN CLIENT

The environment allow us to maintain strict PCI control and compliance.



VIRTUAL OBSERVER

Automates our quality assurance processes, allowing us to address training and education issues almost instantly. The system also allows you log in to listen to and view reservations calls.

Travel Outlook is the Only Hotel Call Center Certified by the Kennedy Training Network



Travel Outlook, the country's leading hotel reservations call center service, is now officially the only call center certified by the Kennedy Training Network (KTN). KTN's rigorous certification process involves practical training, challenging assessments and a demonstration of mastery. Travel Outlook's previously earned accolades include an industry-coveted Forbes Five Star rating.