

How Does My Industry Outsource?

Customer Service Operations in



HOSPITALITY

Questions?
Contact Eric Mulvin
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CHAT

Inbound chats, texts from guests and/or vendors are answered promptly adhering to high standards.



PHONE

Professional voice support for customers that call in for service, reservations, questions, or comments.



EMAIL & SOCIAL

Customer emails & contact form inquiries from website & social media are answered in a timely manner.

Ask About Additional Services Needed.

WHAT'S THE ISSUE?

Why Do Hotels, Resorts & Vacation Rentals Outsource Customer Support?



Customer Experience

Entry Level hires in hospitality are not reliable, not skilled; causing lost customer satisfaction & loyalty.

Customer Concierge limited to phone, long hold times for guests. Staffing shortages.



Increasing Costs

Overhead for equipment, space supervision, hiring, training, turnover, or employee benefits for in-house support.

Plus, consistently increasing minimum wage.



High Turnover

Every time a support rep quits, you have to deal with the stress of rehiring. When multiple quit, you're left in the dust.

Staffing woes with no-shows, sensitive workplace politics.



Growing Pains

Expanding hospitality businesses cannot hire & train fast enough, while preserving quality standards.

Mergers & acquisitions of new properties demand standards.

PAC BIZ
Support for
Hospitality



Increase Profitability

Cut operation costs (payroll, overhead, etc.) significantly.



Experienced Customer Support

All Pac Biz Agents must have 3-5 experience.



Hire 1-30+ Agents as Needed

Add or remove agents with ease, get coverage for holidays, no-shows, or seasonal demand.



WHY PAC BIZ?



24/7 Customer Support Operations



SCALE WITH EASE.

WE GROW, AS YOU GROW.

We are able to scale with our clients as needed. Pac Biz makes it easy to add more agents as demand increases with business growth. Your Pac Biz agents act as an extension of your team.

Since Pac Biz is a 24/7 operation, we can handle any schedule as long as it doesn't require agents to have to work split shifts. We also offer **part time rates** to accommodate odd times that may need coverage.

Agents Are Ready to Start Immediately

OUR VALUES MEAN A LOT

Family
Respect
Teamwork
Compassion
Personal Growth

At **Pac Biz**, we seek clients that we can **build a relationship with 'beyond business'** because the only way we can live out our core values of **Family, Respect, Teamwork, Compassion and Personal Growth** is when we work closely with our clients.

Our employees embody the brand that they represent, it's why after 7 years of running our call center, all our employees are **dedicated** to each client and don't take calls for other clients. The depth of knowledge our employees have after working with a brand for years is so significant, we are typically given responsibilities and sometimes **management level work** with career paths at higher pay, training and opportunities (living out Personal Growth at our company whenever we can).

PAC BIZ Who We Are.



Let's
Connect!
Scan to Schedule

- ✓ Premium Customer Support
- ✓ Customer Experience (CX) Experts
- ✓ Call Center Services
- ✓ Solutions for Growth



Eric Mulvin
PAC BIZ CEO, Founder
Phoenix, Arizona, USA



American Owned

DELIVERABLES



What's Included?

Full time, dedicated agent at 40 hours a week

- Secure workstation professionally managed by 24/7 internal IT team
- Power and internet redundancy
- Google for Business email account
- A 30 and 60 day check-in with your account manager and business development to ensure KPI's are set and met
- Internal QA support for all voice and written communications.
- Regularly scheduled call calibrations with QA and Account managers
- Individual headset with noise canceling technology to minimize background noise
- 5 points of support for each customer/agent: Account Manager, Supervisor, QA, Training and Company Culture



**HIPAA
Compliant**



**SOC II
Compliant**



**GDPR
Compliant**

FREE TRAINING

Pac Biz offers all clients 2-3 weeks of free training for each new agent hired/trained/assigned to an account. We also have a full training department that is involved through the onboarding process with the objective of taking over all aspects of agent training so that future staff can be fully trained at Pac Biz with minimal client involvement.

DEDICATED AGENT PRICING

At Pac Biz, we have **3 Tiers of Support** we have available. This is to provide a career path for every employee and so we have a path for clients to promote staff and grow with us by giving staff more responsibility and pay.

Based on the roles and responsibilities shared, almost 100% of the work would be done by T1 level support. T2 support would be the team lead type work and T3 would be the last level of promotion if needed.

Tier 1

*Level Support
English*

Tier 2

*Level Support
Team Lead*

Tier 3

*Level Support
Bilingual*

REPORTING & IT STANDARDS



Data Analysis Reports
& IT Maintenance

Quality & Performance Reports

DAILY • WEEKLY
MONTHLY • END-OF-DAY

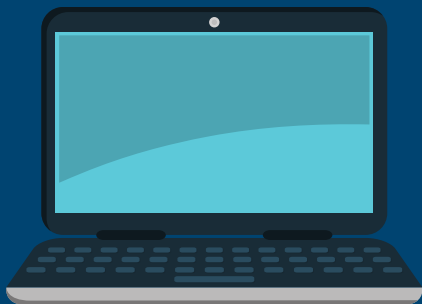
- Performance across all touch points
- Customer dispositions collected on the day showing the reason for contact received
- Quality concerns and improvements
- Any additional information regarding daily operations



Pac Biz uses **QEval**, a leading Contact Center quality data portal where all the agent's quality scores are entered as our QA team evaluates the calls. The agents can login and see their scores, see trends over time, it also prompts for coaching opportunities and helps guide our leadership so we can be proactive in which areas need improvement.

We focus on what matters to your business and we deliver.

We appreciate the clarity in the current set of reporting you require. We are also great to work with when you decide to add new metrics to measure in order to help drive improvements to the customer experience. Your account manager, along with our admin team, will make sure we implement behaviors needed to meet those metrics.



WORKPLACE SPECIFICATIONS

Pac Biz is a hybrid workplace, with employees working from home and from the office, with some teams dedicated to working from the office based on client needs.

Our office has **130 seats** in the office. Our current computers are Dell latitude 7480 with 7th generation processor 8gb ram 256gb SSD & t470 7th generation Lenovo 8 GB with 256 GB SSD.

A 2nd monitor is available for agents upon client requirements.

IT Maintenance & Monitoring

- ✓ 24/7 INTERNAL IT SUPPORT
- ✓ STRICT DATA PROTECTION POLICIES
- ✓ PROFESSIONALLY MANAGED NETWORK (FACILITATE PRIORITIZING VOIP TRAFFIC OR ANY OTHER IP ROUTES IDENTIFIED)
- ✓ 3 FIBER INTERNET PROVIDERS TO ENSURE A SEAMLESS & QUALITY CONNECTION