



# The Customer Support Team

User Group Meeting 2007

# Supplier Training and Support

- ✦ Our goal is to give suppliers the tools they need to put Inntopia to work for them.
- ✦ Best Practices to achieve this goal.
- ✦ Communication is essential from introduction to follow-through.



# Working together for your suppliers

- ✦ Introduce Inntopia to your suppliers
- ✦ Tell us who your suppliers are & what they do (example: Hummer)
- ✦ Customer Care agent trains supplier
- ✦ Schedules follow-up



# Completing the Communication Loop

Once your supplier is active

- ★ Tell us if supplier needs a refresher, is not managing their account efficiently
- ★ Customer Support reports any supplier issues to YOU



# Other Supplier Benefits

Please let us know if you think any of your suppliers could make use of these added benefits

## ★ Interfacing with Property Management Systems

The Customer Support crew sets up, tests and oversees the two-way availability synch

## ★ GDS connectivity

Also set up and managed in Customer Care

New interface with RedX now updates rates and minimum stays

# Why Account Managers?

*We recognized the uniqueness of each CRS client*

- ✦ Consistency and Accountability
- ✦ On-site training for your Sales Agents and Administrative Staff
- ✦ Bridge between CRS set up and supplier training
- ✦ Provides ongoing support with & advocates for your organization

# Steps to Complete the loop: CRS>Account Managers> Customer Care

- ✦ Project Plan to be implemented for new CRS accounts
- ✦ Resource Center for Internal Communication
- ✦ Meets with support staff to acquaint them with all aspects of your account



# User Manuals

- ✦ **24 Hour Support** – our comprehensive user manuals are a great resource after hours.
- ✦ **Easy to Navigate** – fully indexed and with internal links to add more depth of information.
- ✦ **Supplier Manual** – the “help” tab on the Supplier Admin tool bar has all the answers for setting up and managing a supplier account.
- ✦ **CRS Agent Training Manual** – Access this from the link on your CRS home page. This guide, although fully accessible now, is being updated for fall training.
- ✦ **CRS User Manual** – debuting in July - Our new, comprehensive user guide features an indexed and searchable database with automated video shots...



## Extended Hours

- ✦ We heard you!
- ✦ You wanted longer hours of operation...
- ✦ Customer Care hours have been increased by 18 hours/week



**And... We're still listening!**

**★ Customer Care will be open on  
Sundays, beginning next Fall 2007**



✦ Are we meeting your expectations?

✦ How can we serve you better?





Thank You

For your support !!

