

INDUSTRY

Hospitality and Entertainment

COMPANY BACKGROUND

One of the nation's foremost hospitality and entertainment companies, managing numerous well-known entities.

KEY OBJECTIVE

To identify opportunities for the organization's central reservations operation to successfully deliver customer service excellence in all guest interactions.

CHALLENGES

The organization was in need of...

- Help in managing significant growth from the addition of new properties, resulting in service level problems
- Assistance identifying performance issues and documenting appropriate goals and procedures for delivering customer service excellence

ICMI SOLUTIONS

Together, the consultants and call center management achieved the following:

- Developed and trained a workforce management team on forecasting, scheduling, reporting and real-time operations, which helped the operation to attain its service level goals.
- Developed corporate standards documentation, which provided detailed information about goals and procedures throughout the call center.
- Developed a workflow process for common call types and support workload, which helped to identify additional process improvement opportunities.