

EVERY BOOKING CALL ACCOUNTED FOR, EVEN DURING THE CHECK-IN RUSH.

Every Missed Call Could Be a Booked Room.

Reception is busiest exactly when the phone rings: check-in, check-out and the dinner rush. Smartline shows you **every guest and booking enquiry that didn't get through**, and whether anyone called them back, before they book somewhere else.

Carried Over From Monday

7 customers were still waiting for a call back at the end of Monday. 3 have been looked after today and 4 still need a call back.

Caller	When they called	Today
03 *** **2	Mon 2:30pm: may have left a voicemail	No contact yet. Still needs a call back
04** *** **3	Mon 3:46pm: may have left a voicemail	No contact yet. Still needs a call back
02 *** **7	Mon 4:16pm: hung up in the phone menu before choosing a department	No contact yet. Still needs a call back
04** *** **5	Mon 4:22pm: rang with no answer and no voicemail	Rang in 12:51pm, answered by Tom Doors (421)
04** *** **1	Mon 5:06pm: may have left a voicemail	Called back 8:10am by Jay Building (413)
04** *** **6	Mon 5:25pm: called after hours	Rang in 9:54am, answered by Kate Doors (401)
04** *** **5	Mon 8:21pm: called after hours	No contact yet. Still needs a call back

A real Smartline report: late and after-hours callers carried to the morning, and who called them back. Names and numbers changed.

Friday, 4:30pm

 EVERY FRONT DESK
KNOWS THIS HOUR

There's a queue at the desk, a family waiting for their key and a delivery at the back door. The phone rings: someone wanting two nights for the weekend. It rings out. They don't leave a message, they just book the next place on the list. **You'll never know they called.**

With Smartline, tomorrow morning's report shows that call, the time, the number and whether anyone got back to them. Over a month you'll see when the phones peak, like check-in or the week before a local event, so someone is on the phones when it counts.

WHAT YOUR MANAGER SEES

Missed booking enquiries

Every unanswered call, with the time and number.

After-hours callers

Late arrivals and overnight enquiries, ready for the morning.

Who's been called back

Whether the guest rang again or reception returned the call.

Reception to housekeeping

Calls passed between reception, housekeeping and management.

Check-in and check-out peaks

When the phones are busiest, and when calls get missed.

Events and seasons

Week-on-week and month-on-month, to plan staff around busy periods.

Built for the front desk

Fewer bookings slipping away.

- ✓ A morning list of calls to return, ready for reception
- ✓ See how the phones cope during check-in and check-out
- ✓ Plan desk cover around events and school holidays
- ✓ Plain English, one email, nothing to learn

See the bigger picture

With Smartline 360.

- ✓ Weekly and monthly reports for owners and managers
- ✓ Busy and quiet days compared week on week
- ✓ An online dashboard you can search by any date
- ✓ Real numbers for staffing and marketing decisions

Stop losing bookings

Nothing to install

Australian support

WTCO's 100% satisfaction guarantee. If what we provide doesn't work as it should, we will work for free until it does. Plans from \$66 a month including GST.