

# — Restaurant Reservations —

# CONTACT ONE

## Reservation Relief

Contact One Call Center is constantly looking for ways to save companies money. We've been doing so since 1956. In fact, we've never closed our doors since first opening them more than 50 years ago. We are open 24 hours a day, 7 days per week, 365 days a year. New technology has made it possible for customers to book their own restaurant reservations using the Internet. Companies like OpenTable.com®, RestaurantReservations.com®, DinnerBroker.com® and RestaurantRow.com® make this possible. Internet reservations might someday replace phone reservations. Until then we are here to help.

## Sound Familiar?

It's Friday night and you are at 80% capacity. You have two hostesses taking reservations and seating customers. Your two incoming phone lines are ringing off the hook, a table of 7 just walked in without a reservation, your Sous-Chef called in sick, and you have a 30-person private party in the back room that showed up 20 minutes early. While we can't help you fix all of your problems, we can help you manage the one element that keeps your restaurant busy - NEW RESERVATIONS. We can take reservations for you before you open, while you are open or after you close.

**Only \$1 A Reservation**  
**No Long Term Contracts - Cancel Anytime**

## Payment

We only require a credit card to get started. At sign-up, we ask our customers to pre-purchase the first 60 reservations. For your convenience, when you run out we will automatically replenish your account with a new batch of reservations, in increments of 60, charging your card at that time. If you have specific billing needs, we will do our best to accommodate you. Remember there are no long-term contracts, and you can cancel at anytime.

## Reservation Cancellations

Reservation cancellations are handled in a similar manner. Cancellations are categorized the same as a reservation at \$1 each. All calls that are non reservation related will be handled by our auto attendant and re-directed accordingly.

## Additional Call Center Services

We have many years of experience answering calls for the restaurant industry. Contact One has created specific inbound and outbound call center services that are dedicated solely to the restaurant industry.

**Dealer Locate** - Is a fast and efficient way to direct diners to your restaurant 24/7. We'll even help with driving directions, if needed.

**Mystery Shopper** - If you want to know how the front of your house is performing, we can help. We can make sure your employees are answering calls appropriately for all of the following: general inquiries, reservations, take-out orders, directions and gift cards.

**Online and Outbound Surveys** - For restaurateurs, staying one step ahead of the competition requires constant attention. By conducting surveys with your customers via the Web, print or phone, Contact One Call Center can help you collect the data you need to make those important decisions.

**Outbound Call Center Campaigns** - Holiday, Anniversary and Surprise Parties, Grand Openings, Charity Events. Whatever the occasion, we can help you spread the word about your upcoming event. We have dedicated agents standing by ready to make calls and get the word out.



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