

SKYRUN CALL CENTER

www.SkyRun.com | 877-SKYRUN-1

Based in Frisco Colorado, our Reservations Call Center serves independently owned vacation rental locations 12 hours/day, 7 days/week 365 days/year.



Use our shared reservation call center to maximize reservations while reducing the cost per reservation.

Is your reservation department performing at it's peak? Do you answer your reservation calls and emails 7 days/week, 12 hours/day? When you answer, are you at a computer ready to take the booking or are you in the middle of handling other guest services functions? Do you have an online chat service that is always monitored?

Guests are booking properties in your location all day, every day. If you're not available to respond to their chat, email or phone call you are losing sales to someone who is available.

At SkyRun's Vacation Rentals Reservation Call Center, professionally trained staff take reservations for multiple resort destinations using state of the art call center hardware, phones and software.

How we work as your reservation center

When a guest places a call to your current phone system, you simply forward that call to a local phone number that we'll set up for you, and the guest seamlessly comes into the SkyRun call center queue. Important information like your property management company name instantly shows up on the phone's large LCD screen and we answer the phone 'Bob's Beach Rentals, this is Sheri, how may I help you?' or however you would like for us to answer the phone. The guest's information also 'screen pops' onto the separate computer monitor so that we can see all past information about the guest.

During the conversation the rep tries to book the property. When they do, it is entered on your reservation system just as your staff would. We don't just handle bookings, we handle all guest services up until the day of arrival. So if the guest wants to

change their reservation, or needs another copy of their arrival instructions or needs directions or has a question about where the best sushi restaurant is, the SkyRun call centers handles it 7 days/week.

Our startup process insures success

In order to book effectively, our reps have to know your properties as well as you do. Therefore a vital part of the SkyRun on-boarding process is a 'location visit' where we send one or more of our reps and managers to your location to stay for 3 days (usually during absolute off-season). They stay in one of your properties and tour every property you have as well as spending time in the area doing what guests would do and sampling local dining options and meeting your local partners for equipment rental etc. We also meet with housekeeping and understand the details of your process.

Overkill? maybe... but we think this level of knowledge is vital to us being able to act as your representative to your guests. Prior to the location visit, we prepare by reviewing every aspect of your website on our own, and then you can show us details and answer questions when we're on-site. It's a rigorous 3 days, but mandatory for us to on-board a new client.

You remain in control of your success

You have your own logon to the SkyConnect CRM system where you can review our call center stats and reservation volumes. You can also see details about how we are interacting with your clients. Finally and most importantly, all data is YOURS EXCLUSIVELY. We don't have the rights

“Using the call center has been great. It allows me to focus on managing my business, signing owners and generating leads.”

Kendra Caldwell - Owner, SkyRun Vacation Rentals

to use any of the data we're collecting about your guests and you have full rights to download it or use it on our systems for your own email campaigns or analysis.

You only pay for success

With the SkyRun offering YOU CAN STILL TAKE RESERVATIONS along-side us! The phone can ring you AND us at the same time and whoever gets the call can make the reservation. You only pay us for reservations we take. You can use us as a backup for your coverage, for extending your hours, or for 100% of your reservations.

Why Colorado?

Our reps live and work in a family resort environment and have worked for the resorts, hotels and vacation rental companies. They can easily relate to the type of guests you have and understand their needs. Summit County Colorado is home to 5 different world-class ski resorts all within 15 mins of the central town of Frisco (where our call center is located). Our staff knows the resort lifestyle because they live it.

The SkyRun Center
Our reps work on state of the art call center equipment like Polycom phones and dual monitors where they can check our exclusive SkyConnect CRM system for guest information that pops up on the screen when the guest calls.

SkyConnect tracks every point of touch between your guests and the center.

