



West at Home for the Travel & Hospitality Industry

Improve Customer Loyalty and Strengthen Your Brand through Exceptional Service



Competition is Fierce. Whether traveling for business or pleasure, today's consumers have an unprecedented choice in travel and hospitality options. The key to your company's ability to attract new customers and create brand loyalty is to deliver superior customer service that distinguishes your company from a crowded field of competitors.

West at Home, is an award-winning home agent solution that provides your company with quality customer service agents that deliver the superior care and attention your customers deserve and the operational benefits your company needs to succeed.

From increased staffing flexibility, to the ability to eliminate unnecessary infrastructure and personnel costs, West at Home offers companies an unbeatable combination of scalability, performance and cost savings that will have a dramatic effect on your bottom line.

"West's home agents are able to deliver superior results and higher cross-sell/upsell results."

Michael DeSalles – Frost & Sullivan Industry Analyst

West at Home by the Numbers

The proof is in the numbers - West at Home is a powerful solution that helps today's leading companies meet or exceed their goals. Here are just a few of the stats:

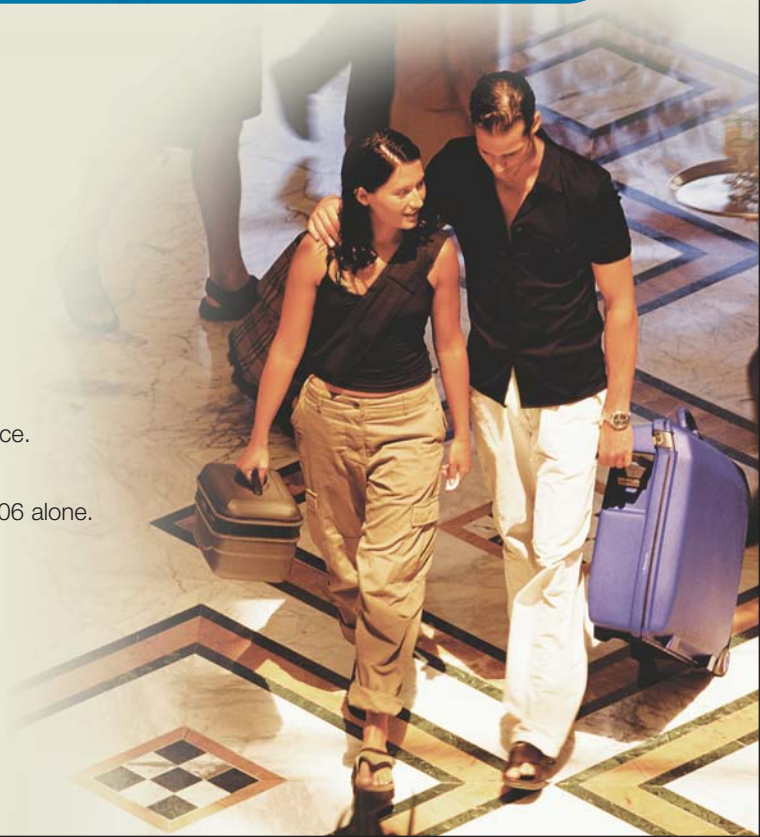
40% Greater staffing flexibility to better support fluctuating call volume and seasonal needs.

100% Call recording with advanced quality monitoring.

2,300 West at Home agents with direct reservations experience.

27 Million Calls cared for by West at Home agents in 2006 alone.

650 Million In sales generated for our clients through the use of West at Home agents.





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Experience a Higher Level of Quality, Speed and Flexibility with West at Home.

Often times, a person's opinion towards a company are formed within the first few minutes of their interaction with a customer service agent. That's why it is so important that your customer's calls are handled with the utmost care and professionalism to build, strengthen and maintain successful relationships. We carefully screen and profile every applicant to ensure that they meet our rigorous standards and yours. We then conduct background checks, aptitude tests and extensive training to ensure that the most suitable agent is assigned to the right program.

Our West at Home solution delivers a number of benefits to travel and hospitality companies, including:

- **Higher Quality Customer Service Agents** – Over 80% have some form of college education.
- **Improved Performance** – Significant increases in Key Performance Indicators, such as conversions and upsells.
- **Increased Speed & Staffing Flexibility** – Staff up or down with agents ready to handle calls within hours, not days.
- **Reduced Costs** – Ability to eliminate the need for costly brick-and-mortar facilities, eliminate unnecessary staffing and minimize personnel costs.
- **Greater Agent Productivity** – Highly skilled home agents can provide a significant increase in productivity.
- **Reduced Attrition** – Our home agents have a higher job satisfaction which leads to significantly reduced attrition.

“West at Home’s high quality agents combined with West’s flexible and scalable infrastructure enabled us to surpass our service goals while driving down call center costs.”

Vice President of Customer Service – Leading Fortune 200 Company

What are some of the uses for West at Home?

- Reservations and related inquiries
- Loyalty and rewards program support
- Concierge Services
- Flight and schedule information
- Account management
- Post-purchase surveys
- Web-based service and support
- Technical support

Give West a call today to learn more about how this exciting evolution in customer contact solutions can help your company improve customer service, drive more sales and exceed your goals.



For more information contact us at:
800-841-9000
or visit us at west.com