

Comfort Class Transport: Does Customer Service Need an Overhaul



Industry Context/Status

Customers still under pressure
on price and service performance
effect performance

2018

The Industry's Location

Industry's location
in the market

Industry's location
in the market

Industry's Performance

Industry's performance
in the market

Industry's Performance

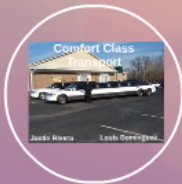
Industry's performance
in the market

Industry's performance
in the market

Competitor's strategy
Propaganda on
service stating they
have better customer
service.

Our Strategy
We will fight
propaganda with
even more rigorous
propaganda.

Recommendations:
Proceed at a higher
caliber than our
competition effective
immediately.



Inadequate Communication

- Customers will order an escort online and cancel reservations without confirmation.

SOLUTION

Implement a confirmation system to ensure that all reservations are confirmed before the driver is dispatched.

the inability to find locations

- chauffeurs are having problems finding location to pick up these clients
- they were late a few times

Solution

Implement a system to provide chauffeurs with accurate location information and real-time updates.

Solution

Implement a system to provide chauffeurs with real-time updates on their routes and client locations.

uneven work patterns

- employees in the call center are taking uncharacteristic breaks
- they need sometimes take personal call

Solution: we will run monitor employee calls and have standby chauffeurs.

Impact:
From the solutions presented by me and my colleague we will see impact in 3 months.

- sped communication
- smooth work flow
- higher revenue yield

Comfort Class Transport



Justin Rivera

Louis Dominguez

Inadequate Communication

- Customers will order an escort online and cancel reservations without confirmation.

SOLUTION

- Before arrival we will now send a Phone call , text and voice mail for confirmation via computer system

SOLUTION

- Before arrival we will now send a Phone call , text and voice mail for confirmation via computer system