

Comfort Class Transport: Does Customer Service Need an Overhaul

Sagawa Express Delivers on Climate Change Innovations For The Transport Industry

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Industry Conclusion
Customers will enter an event and never remember it has left their minds.
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The Ability to Find Locations
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www.work online
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Competitor's strategy
Propaganda on competitors saying they have better customer service.

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

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

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Inadequate Communication

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

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SOLUTION
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the inability to find locations

- chauffeurs are having problems finding location to pick up their clients
- they waste time a few times

SOLUTION
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SOLUTION
TheCasesolutions.com

uneven work patterns

- employees in the call center are taking unneeded breaks.
- they would sometimes take personal call

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SOLUTION we will have monthly employee calls and have monthly conferences

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

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- sped communication
- smooth work flow
- higher revenue yield

Comfort Class Transport



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Justin Rivera

Louis Dominguez

Inadequate Communication

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

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SOLUTION

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

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solution

we think that adding GPS monitors
to our vehicles will greatly benefit

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uneven work patterns

- employees in the call center are taking unscheduled breaks.
- they would sometimes take personal call

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***Solution:** we will now monitor employee calls and have monthly conferences.*

Solution

As a pro-active company we have decided to arrange for drivers to call once arriving on destination

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