

the Receptionists

the Receptionists Helps Orlando Car Wash Increase Memberships.



About Top Dog Carwash

Top Dog car wash, a chain of premium car washed in Orlando, Florida needed a virtual receptionists service to call customers about expiring memberships.

The Problem

According to Jaime Wise, Market Manager at Top Dog, the company was losing too many members simply due to expiring credit cards. Jaimes knew that they needed help but more importantly the customer experience mattered even more when contacting customers about money. Top Dog car wash turned to the Receptionists for help and we delivered!

The Solution

The Receptionists not only secures updated card information to prevent the loss of members but our friendly receptionists are able to proactively prevent cancellations by answering questions. The Receptionists uses proprietary technology that allows for customized, detailed oriented scripting and call handling.

How?

By working with the Receptionists onboarding specialists and dedicated account Managers, Top Dog is able to use us to answer frequently ask questions, forward calls & update membership details.

the Receptionists prides itself on providing flexible service no matter the industry.

Superb service while saving time.

Since bringing on the Receptionists, Top Dog has been able to provide better service to our membership based customers, according to Jaime. Additionally, the company is seeing customer retention rates of 84% for some locations.

“Since using the Receptionists we have had a dramatic decrease in membership cancellations.”

Jaime W
Market Manager
Top Dog Carwash



She also said that the Receptionists saves each location an hour or two each day from having to listen to voicemails and return calls.

Discover how the Receptionists can help your business grow and meet customer needs at theReceptionists.com

