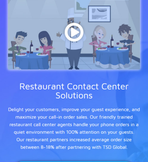


# Restaurant Contact Center Solutions

Delight your customers, improve your guest experience, and maximize your call-in order sales. Our friendly trained restaurant call center agents have your phone stores in a quiet environment with 100% attention on your guests. Our restaurant partners increased average order size between 8-18% after partnering with TSD Global.

VISIT OUR ORDERING SOLUTIONS PLATFORM

READY TO GET STARTED? CONTACT US TODAY!

**NEARLY 30 YEARS AS EXPERTS IN CUSTOMER EXPERIENCE, SALES, TECHNOLOGY, QUALITY AND DEPENDABILITY.**

## Industry Leading

**+18%**
ORDER SIZE INCREASE

**60%**
SUCCESSFUL UP-SELLS

**100%**
RESTAURANT SATISFACTION

**75%**
CUSTOMER RETENTION

## How Our Service Works

### CUSTOMER CALLS

When a customer calls in to place a take-out order, they will speak directly to a certified agent who's trained on your brand, for long hold times or on answered calls ever! The customer will be greeted with a friendly agents who wear noise canceling headsets- ensuring a pleasant, comfortable experience for your customer.

### TRAINED AGENT ANSWERS

All of our agents have been extensively trained our restaurant partners menu and help customers choose the perfect order. Through our "Friendly" up-selling techniques that are scientifically tested, our agents can significantly increase your revenue.

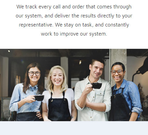
### TO-GO / PICK-UP ORDER PLACED

The customer places their order through our team of agents and our technology seamlessly integrates into our clients POS (point of sale) system to make the process simple and easy. Customers then pick up their order at the restaurant and are delighted with the experience.

## How We Train our Agents

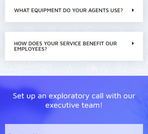
### Fast, Flexible Training

We send our Head of Training to your restaurant for 7 to 14 days to learn the ins-and-outs of your business. We provide a questionnaire to help manage and track the process.



### Scheduled Training Sessions

We train each call center agent on your business. Our training session go through several different scenarios to ensure our agents are prepared for any type of call.

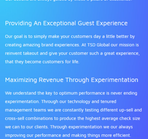


### High Communication

After we learn your business, our Head of Training returns to discuss, plan, and execute high-level strategy to increase successful orders. All agents are trained on this strategy.

### Calls & Conversion Tracking

We track every call and order that comes through our system, and deliver the results directly to your representative. We stay on task, and constantly work to improve our system.



## FAQ

- WILL OUR RESTAURANT SEE AN ROI?
- WHERE ARE YOUR AGENTS BASED?
- WHAT ARE THE MAIN BENEFITS?
- WHAT EQUIPMENT DO YOUR AGENTS USE?
- HOW DOES YOUR SERVICE BENEFIT OUR EMPLOYEES?

## Set up an exploratory call with our executive team!

Company Name

Full Name

Your Title

Work E-Mail

Phone Number

Questions? Comments? Concerns? Please let us know what we can help you with.

Submit

"TSD Global took a huge burden off of our restaurant, and in just a few short months we more than doubled our take-out orders, and had a series of repeat customers. It was great, a definite no-brainer if your business offers any form of take-out ordering. Thank you, TSD Global!"

## Our Values

Our actions are always guided by these 3 pillars of excellence.

### Providing An Exceptional Guest Experience

Our goal is to simply make your customers day a little better by creating amazing brand experiences. At TSD Global our mission is reinvent takeout and give your customer such a great experience, that they become customers for life.

### Maximizing Revenue Through Experimentation

We understand the key to optimum performance is never ending experimentation. Through our technology and tenured management teams we are constantly testing different up-sell and cross-sell combinations to produce the highest average check size we can to our clients. Through experimentation we our always improving our performance and making things more efficient.

### Integrity

At TSD Global we believe in full transparency and being completely honest with our clients. We invite all of our clients and to come to our contact center sites and meet our agents to establish a family like culture. Our contact center reps love meeting our clients, trying the different menu items, and getting 100% onboard with our clients missions. TSD Global's goal to become an extension of the brand we partner with and to delight our clients customers

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