



Let Tyme Global take the pressure off your front desk staff by answering inbound calls, texts, and emails. Our native English-speaking and bilingual agents work remotely to assist your guests day or night.

We provide Forbes five-star quality service with a personal touch. With Tyme Global, calls are answered quickly and without the need to change phone numbers or install new equipment. Our robust technology backbone allows us to blend seamlessly with your existing framework.

Our agents communicate with warmth and humanity, serving as an ambassadors for your brand.

### Monitoring & Reporting

All phone calls and operator screens are recorded and available on request. We constantly monitor our workforce for quality and provide you with fully customizable reports, including:

- ✓ answer time
- ✓ call transfer information
- ✓ breakdown per area code
- ✓ number of calls per day
- ✓ average call length
- ✓ number of calls per hour



### Fully Scalable

Scale up or down easily and quickly. Add or remove operators within seven days. Add or remove services a la carte as needed.

Got a special event? Let us help with registration and booking room nights. Seasonal business will ebb and flow, with Tyme Global you only pay for what you need.



Remote agents are standing by 24/7/365 to support your back-office needs.



Top tier data security and compliance.

### Our Solutions

- Guest service internal calls
- External calls
- Room service order taking
- Restaurant, hotel & spa reservations
- Parking valet dispatch
- Wake up calls

### With Tyme Global

- Immediate cost and space savings
- Tailored services
- No HR complications
- Expert monitoring & reporting
- Scalable within 7 days
- Native English-speaking and bilingual agents
- Always on 24/7/365



Tyme Global can help you cut operating costs and save office space instantly.



Scale services to your needs, fast.