

Cloud5 Communications Contact Center Services



Centralized Front Desk Support: *Enhancing Guest Support and Reducing Operational Costs*

In today's 24/7 hospitality landscape, providing seamless, round-the-clock guest service is essential. However, staffing an overnight front desk can be costly and challenging, especially for smaller properties or during low-occupancy periods. Cloud5's Centralized Front Desk Support offering is designed to bridge this gap. Our Contact Center representatives can offer professional, after-hours guest support for hotels, ensuring guests feel valued and attended to without the need for an onsite, overnight staff member.

Cloud5 Advantage

- 25-year history serving some of the world's most discerning brands
- 1000+ of the industry's most experienced and tenured agents and staff
- Global coverage with 3 locations onshore and 1 offshore
- Exceptional training and brand immersion that creates brand advocates
- State-of-the-art, tightly integrated omnichannel communications / operations platform
- Transparent operations and culture of client accountability
- Solid financials and dedicated ownership



Key Features

24/7 Guest Support

- **Never Miss a Call:** The Cloud5 Contact Center handles all after-hours calls, ensuring guests always reach a friendly, professional representative.
- **Trained Hospitality Experts:** Our agents are trained in the nuances of your hotel so they're able to provide the same level of service your guests expect from your in-house team.

Intelligent Call Routing and Escalation

- **Personalized Call Handling:** Calls are routed based on your hotel's specific protocols, whether for inquiries, reservations, or guest requests.
- **Seamless Escalation:** Should a situation require immediate attention, our team can escalate to on-call staff or management, ensuring issues are handled promptly without disrupting your team's work-life balance.

Centralized Guest Service Hub

- **Unified Support Across Properties:** Ideal for hotel groups, our centralized system allows multiple properties to share after-hours support, optimizing resources while ensuring consistent, high-quality guest service.
- **Single Point of Contact:** Guests reach a centralized number for after-hours assistance, simplifying their experience and reinforcing your brand's commitment to service.



Benefits

Reduce Labor Costs Without Compromising Service

Augmenting overnight staff with Cloud5's Contact Center can significantly reduce labor expenses while still maintaining high service standards.

Improve Guest Satisfaction

With Cloud5's dedicated, professional support, guests receive timely, attentive service at all hours. Our agents are trained to handle common issues, requests, and queries, helping to enhance guest satisfaction and loyalty.

Increase Late-Night Bookings and Conversions

Capture potential revenue by turning after-hours inquiries into confirmed bookings. Cloud5's agents are trained in sales and reservation processes, ensuring that late-night callers with booking needs receive accurate, engaging information that can drive conversions.



One of America's leading extended stay brands has increased use of Cloud5's Centralized Front Desk Support by more than 83% since January 2024, saving valuable resources while maintaining superior guest service.

Discover the Cloud5 Difference

With Cloud5's Centralized Front Desk Support, your hotel can deliver uninterrupted, high-quality guest service while optimizing operational efficiency and cutting costs. Contact us today to learn how our centralized front desk solution can elevate your property's service and streamline your staffing needs.