

Customer service

6 things you need to know

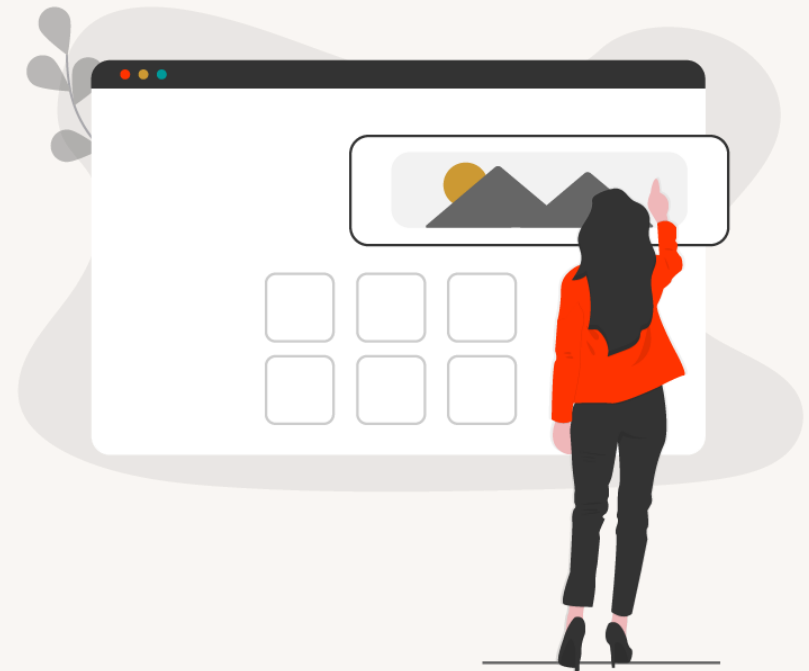


All about gifts

The festive season is the most important time in your gifting calendar.

The festive period is the busiest season in terms of gift voucher sales. In December alone venues can expect to match (or exceed) sales made during the first 6 months of the year!

Your goal should be to make sure your call centre and front of house teams (restaurants, front office, spa...) are clear on how to sell gifts and how to manage common queries.



Customer service: 6 things you need to know

In this module we'll cover the six most common customer queries:

1. How to process a sale through the gift site
2. How to retrieve an order
3. How to resend an eVoucher
4. Postal delivery queries
5. How to extend a voucher
6. How to refund an order

Our **interactive help tool** can give you step by step guides to the most common queries

▶ **Videoguides**

- [Front of house guide](#)
- [Issuing a replacement gift](#)

SK Chase support

Short, easy to follow videos helping your team find what they need with ease:

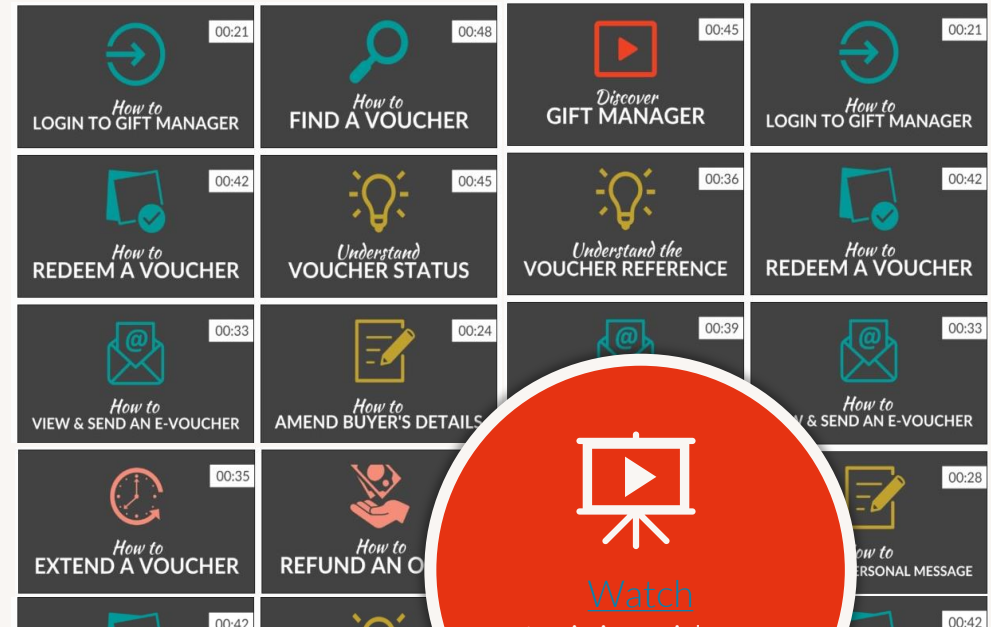
<https://skchase.com/training-video-guides/>



40+

online training videos

for front of house, marketing
and finance teams

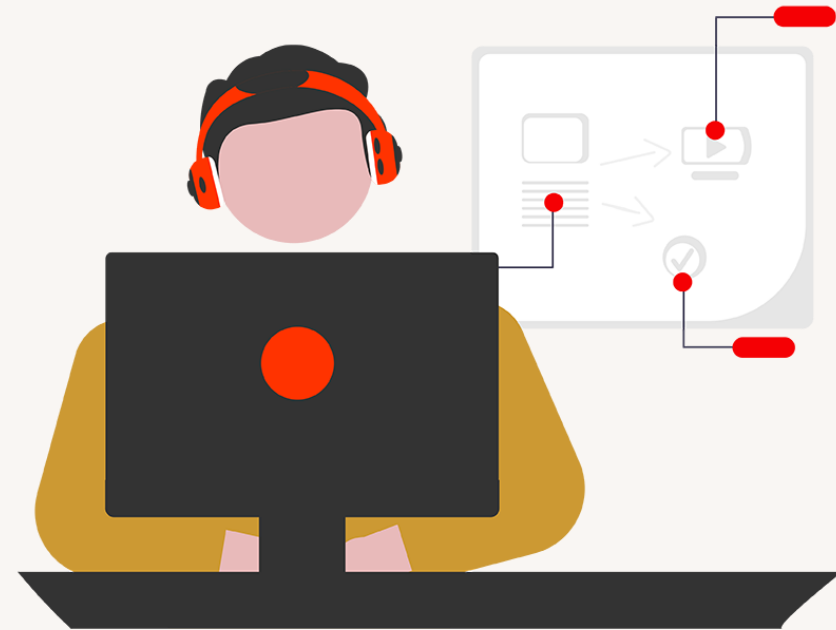


SK Chase webinars

Our webinars help set you up for success with gift vouchers:

<https://skchase.com/gift-voucher-webinars-for-you/>

Front of house, marketing
and finance sessions
available



Demo site

For inhouse training

URL - hotel.skchase.com

Username - salesteam@skchase.com

Password – SKChasedemo123!





Our friendly team are here to help

UK Office
09.00 – 17.00 hrs (UK Time)

Out of Hours Support – by email
02.00 hrs – 18.00 hrs (UK Time)

E: enquiries@skchase.com
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