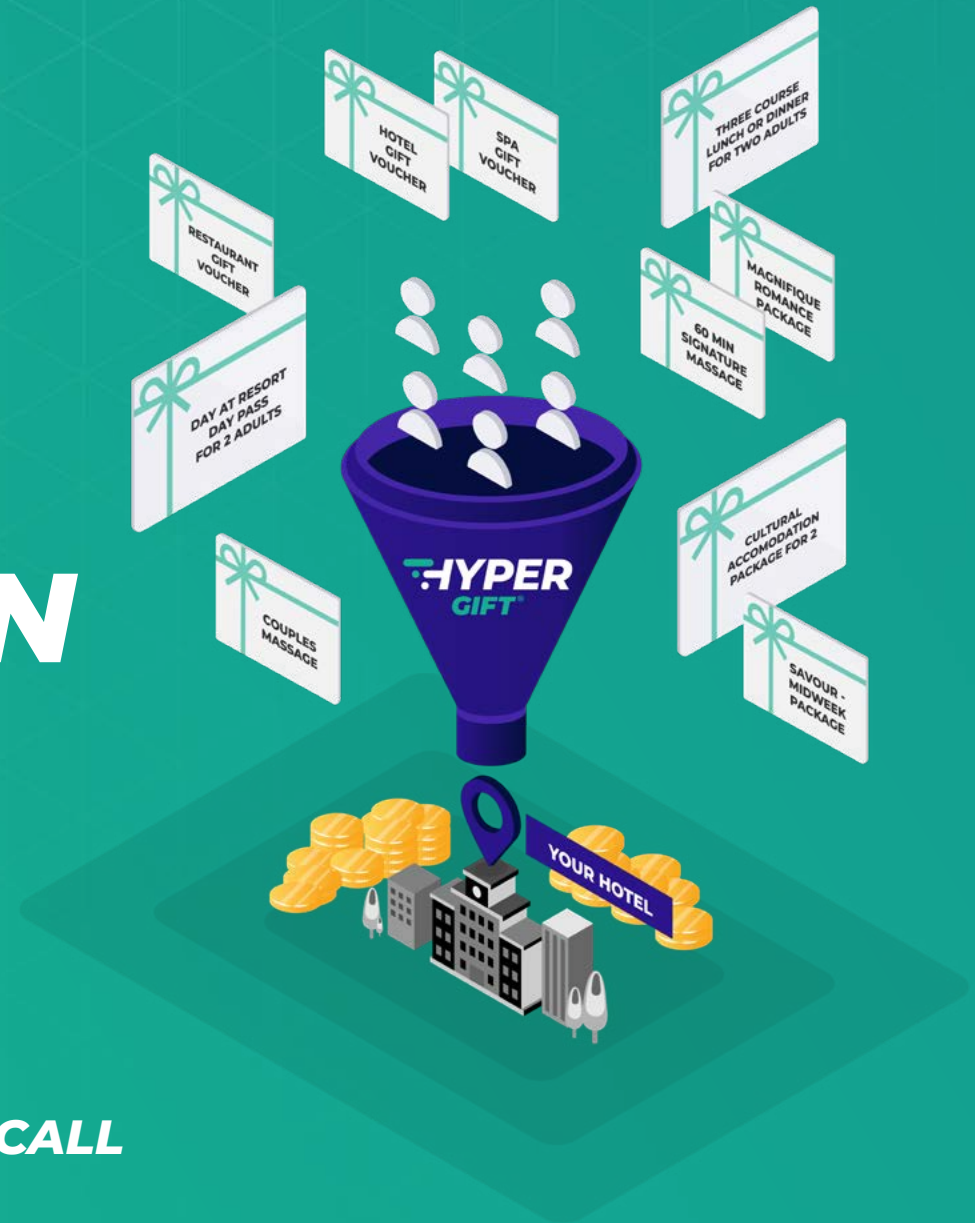




HYPERGIFT

CALL PREPARATION GUIDE



THINGS TO REVIEW BEFORE YOUR CALL

*Everything you need to know (and a bit more!)
before you get on a call with us!*

THINGS TO REVIEW BEFORE YOUR CALL

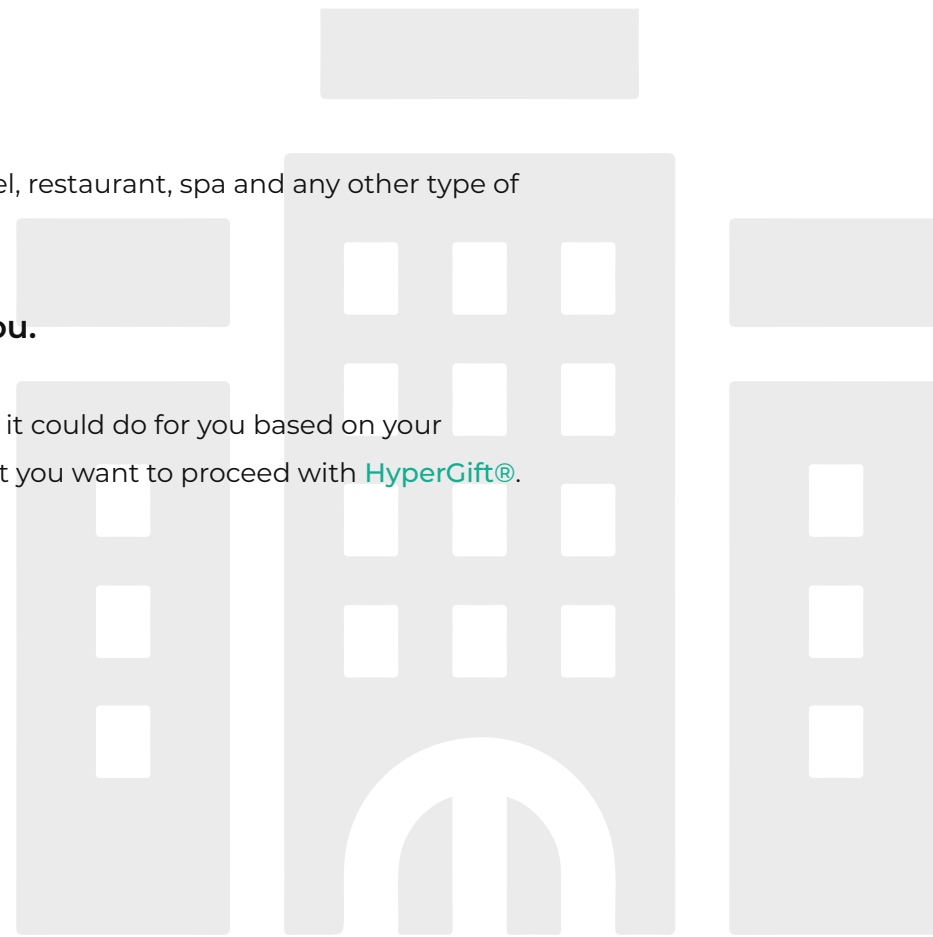


Thank you for booking a call with us!

We appreciate your interest in [HyperGift®](#) to instantly hyper-charge your hotel, restaurant, spa and any other type of gift vouchers you sell.

Ultimately, the purpose of the call is to see how we can help you.

If we believe you would benefit from [HyperGift®](#), then we will show you what it could do for you based on your specific situation and circumstances, and then you can decide whether or not you want to proceed with [HyperGift®](#).



AS USED BY



SOFITEL

PULLMAN

MÖVENPICK
HOTELS & RESORTS

MARRAMARR
LODGE

SO

M
GALLERY

Fairmont
HOTELS & RESORTS

MAKE SURE THE RIGHT PEOPLE ARE PRESENT



We want to be respectful of your time and your business' time.

It is important that key persons involved in the gift voucher process are present in the call.

Depending on the size of your business, these people could include;

- **Management**

Owner, Business Partner, General Manager, Executive Committee Member or Executive Sponsor.

- **Sales & Marketing**

Director of Sales & Marketing, Marketing Manager or Director of Marketing.

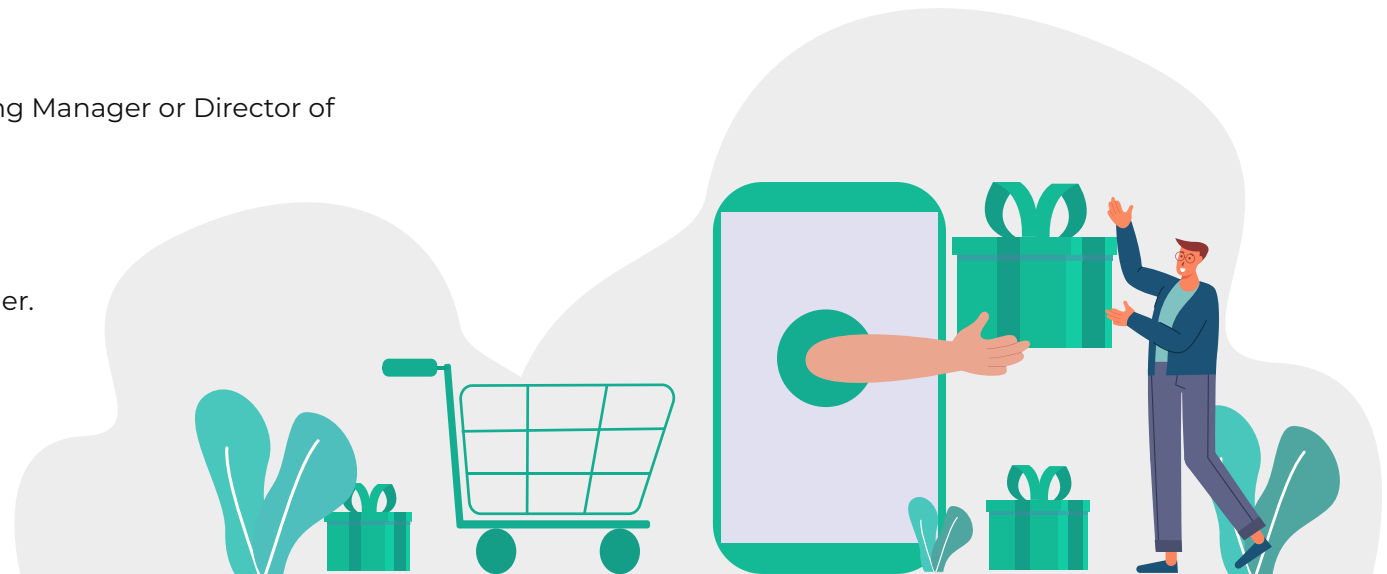
- **Finance**

Director of Finance or Revenue Manager.

Since the gift voucher process involves these primary departments, it is important we give them an overview on how [HyperGift®](#) can benefit their respective areas.

This call will also allow them to ask questions that we can answer and address during the session.

In our experience, when these primary departments are not involved in the initial call, a second call is required, which is not an efficient use of your time nor our time.



WHAT SORT OF QUESTIONS CAN YOU EXPECT FROM THE HYPERGIFT® TEAM?



Some example questions we may ask you include;

- How are you currently selling and processing gift vouchers?
- How much time does your current process take?
- What is the cost of your current process?
- How do various departments manage vouchers? For example: Restaurant, Spa or Hotel.
- Have you had any issues handling vouchers with staff turnover? Or any issues with staff efficiency caused by voucher processing?
- How is the sale processed and reconciled with finance?
- Describe how your existing gift vouchers are customisable and align with your hotel/restaurant/spa brand?
- How many gift vouchers have you sold in the last 6/12/18 months?
- What are your goals and objectives in terms of a gift voucher solution?



FREQUENTLY ASKED QUESTIONS

Be sure to write down and ask as many questions as you like before and during the [HyperGift®](#) introductory call – we are more than happy to answer.



CASE STUDY: FROM LOW VOUCHER SALES TO HIGH VOUCHER SALES WITH A SIMPLE SOLUTION TO REDUCE STAFF TIME

CASE STUDY: REMOVING STRESS FROM GUEST SERVICES & SAVING TIME, WHILE GENERATING REVENUE QUICKLY

