



RESTAURANT DIVISION



TSDGlobal



Nearly 30 years as experts in customer experience, sales, technology, quality and dependability.



KEY INDUSTRY STATS

69% of restaurant guests use call-ahead phone ordering versus the app or website.

- **Technomic**

10-20% average increase in ticket size through consistent upsell strategies.

- **Technomic**

90% Of customers value the ability to communicate with a live person.

- **VISA study**

\$15/hr minimum wage rising across the country.



Why us

With rising labor costs, increased employee turn over, and soaring food costs, restaurants are in search of an edge to increase profitability while improving their customer experience.

TSD Global is an award winning customer experience outsourcing company that specializes in working with restaurants. We have been in business for 30 years and are known as a sales powerhouse in the customer experience industry.

OUR SERVICES



Phone Ordering

Catering
Call-In Orders



Our Channels

Phone, Email,
Live Chat, SMS Text,
Social Media



Other Services

Employee Customer Service,
Guest Customer Service,
Outbound Business Development,
Loyalty Programs



BENEFITS OF PARTNERING WITH A RESTAURANT CONTACT CENTER

Increased sales, better customer experience, save money on labor costs, increase throughput, seamless integration into POS systems, flexible pricing models to ensure ROI.



HOW WE IMPROVE YOUR CUSTOMER EXPERIENCE

We build a specialized restaurant phone ordering team to streamline all catering and call-in orders. Our agents wear special noise canceling headsets to deliver a quiet superior phone experience.

Your inhouse employees can focus on serving your guests in the restaurant and not worry about answering phones.



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HOW WE INCREASE YOUR SALES

Our reps are trained to up-sell on every order to provide the customer with the perfect meal.

We constantly test different strategies to see what script delivers the highest order size and the most frequent up-sell opportunities.

Your restaurant should see a significant increase in average order size from this strategy.



HOW WE CAN HELP YOU SAVE MONEY

Spending money on recruiting and training can be expensive, TSD Global handpicks top performing reps with restaurant experience.



OUR TRAINING

Our team members must pass an extensive training program and our head trainers typically spend at least 7 days working at one of our clients restaurants to recreate the environment in our contact centers.

Our team members go through daily role playing scenarios with our supervisors and are constantly improving their sales technique.



OUR SECURITY

TSD Global is fully committed to maintaining industry standard security certifications by investing in our people, processes, and technology. We accomplish this by exceeding the standards set by governing authorities like the PCI Security Standards Council (PCI SSC), and the American Institute of Certified Public Accountants (AICPA).

TSD Global has achieved PCI DSS level 1 certification from a qualified security assessor (QSA) and has achieved the soc 2 type 1 audit certification for our call center sites. Both of these certifications require stringent annual audits by a certified third party, and include onsite visits, along with internal and external penetration tests.

OUR PRICING MODEL

Flexible pricing to offer our clients largest ROI.

Per Hour, Flat Fee Per Order, Percentage of Transaction, Per Minute.

RESULTS DRIVEN

Typically increased average order size by over 8%.

Upsell achieved on over 30% of orders we take.

Substantial increase in customers satisfaction scores.

SOME EXAMPLES OF RESTAURANT CLIENTS



OTHER NON RESTAURANT CLIENTS





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Thank You.



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