

3rd July 2013

MARK KNOWLES

PLUMBING & HEATING

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Dear Sarah

I am writing to express my gratitude for the excellent service you and your team have provided to my company since we first engaged YOPA.

I first opted to use a call answering and diary booking service as a matter of necessity when a member of staff left- in my business if you don't answer the phone, you don't get any work.

I was planning to use your service as a temporary measure and worried how it would appear to my existing customer base, made mostly of private customers with whom we have a personal relationship. It turns out there was no need at all to worry. Customers who have used us for years have commented on how polite and efficient the girls in the office are and some of my contract clients have expressed how much easier it is to contact us now (Who knows how much business I was losing when we could only take 1 or 2 calls at a time!).

I was most surprised with the speed your team were able to adapt to using our job booking and diary system- I spent 10 minutes on the phone to my account manager and that was all the training required. Not only have they mastered our industry specific software, they also book appointments and route calls/ messages in a very specific way allowing me to do little more than review the diary every day or 2 and respond to clients with genuine queries or enquiries.

On the back of the success of the diary management I asked you to start taking payments over the phone on my behalf. I thought the team learnt the booking software quickly but I didn't even need to do any more than provide log in details for the payment processing.

Using YOPA has helped to save my business approximately £10,000 PA in staff cost and what has been more surprising is how much more work we have since we started using YOPA.

I would recommend YOPA to anybody who has a business reliant on calls being answered; even those who think a call answering service wouldn't be right for them (I didn't).

I look forward to working with the team long term and wish you all the best.

Kind regards

L Knowles

Liam Knowles
Managing Director