



Case Study: Enhancing Guest Support and Reducing Service Costs for a Canadian Property Management Company

Client Overview

A property management company in Canada needed to build a dedicated guest services team to handle daily guest communications with guests. However, finding reliable local staff proved difficult, leading to inconsistent response times and limited coverage.

Challenges

The property management company faced difficulties recruiting and retaining a consistent guest services team. Without sufficient staff, managing guest inquiries through digital and voice messages became increasingly difficult. Limited support hours led to missed opportunities and slower response times, negatively impacting guest satisfaction.

Solution

HelpSquad assigned a Guest Services Representative to handle guest interactions via Hostaway from 9 AM–5 PM ET, with a shared chat team covering after-hours. Within three months, a second representative was added to extend service hours.

Results

- Reduced cost of guest service operations through outsourcing.
- Increased ability to handle high inquiry volumes
- Extended coverage with both dedicated and shared support teams
- Improved overall guest satisfaction and response time consistency



HelpSquad

About our Services

About Us

HelpSquad provides 24/7 support to make work easier for businesses and healthcare teams. With over 20 years of experience, we handle calls, emails, chats with the customer experience in mind. Our services are flexible, affordable, and fully transparent, integrating smoothly with your systems. HelpSquad's trained team delivers reliable, caring support, giving businesses and healthcare providers more time to focus on what matters most while keeping customers and patients happy and supported.

Services Offered

- Customer Service Outsourcing
- BPO Services
- Call Center Outsourcing
- Live Chat Outsourcing
- Virtual Assistants
- Virtual Receptionists
- Part-time receptionists
- P2P Campaigns
- Knowledge based management
- Virtual Medical Assistants
- Call Center teams
- Healthcare BPO
- Medical Billing and Claims processing

Contact us

