

# More bookings, more often.

Automated customer retention solution for restaurants.



Our automated customer retention solution combines data from your restaurant booking platform with TalkBox, our digital marketing application, to help you connect with your customers and get them back.

#### How it works



#### Measure success

View detailed reporting for communication engagement, voucher redemptions and customer satisfaction with Net Promoter Score (NPS).

Our automated customer retention solution delivers more bookings for your business without you having to lift a finger.





## Our series of clever one-to-one automated communications work to:

#### Welcome and onboard new customers

Introduce new customers to your business and invite them back. Send a welcome message the day after a customer visits you for the first time.

#### Increase spend per head

Encourage your customers to reach visit milestones and reward them when they do.

#### Get feedback

Send an NPS feedback survey to your customers after they visit you. 'Promoters' are invited to share their experiences on review sites while 'detractors' details can be sent to management to follow-up.

#### Get more special occasion bookings

Wish customers a happy birthday and invite them to celebrate with you.

#### **Recover lost customers**

Automatically entice customers back who have been absent for a significant period with a communication targeted just to them.

#### Sell more functions

Increase lucrative function bookings with automated reminders leading up to special events and holidays.

TalkBox can also send important customer information such as new menus, opening hours and daily specials.

Plus so much more.

### **Experience it for yourself!**

Scan the QR code and join us on a customer journey.



Ready to start getting more bookings, more often? Get in touch to organise a demo. <u>hello@impactdata.com.au</u>