

# Totaline Transport Case Solution

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**Industry Conclusion**  
 Customers still order at resort areas and local convenience of first party agents  
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**The inability to find locations**  
 - inability to find locations  
 - inability to find locations  
 - inability to find locations

**What's next?**  
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**Propaganda**  
 Propaganda on commercials stating they have better customer service.  
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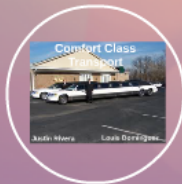
**Competitor's strategy**  
 Propaganda on commercials stating they have better customer service.  
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**Our Strategy**  
 We will fight propaganda with even more vigorous propaganda.  
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**Recommendations:**  
 Proceed at a higher caliber than our competition effective immediately.

# Totalline Transport Case Solution

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### Inadequate Communication

- Customers will order an escort online and cancel reservations without confirmation.

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#### SOLUTION

Implement a confirmation process for all online reservations.

### the inability to find locations

- chauffeurs are having problems finding location to pick up their clients

- they waste time a few times

#### Solution

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#### Solution

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### uneven work patterns

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- employees in the call center are taking unneeded breaks
- they would sometimes take personal call

**Solution:** We will have manager employees take and have weekly conferences

#### Impact:

From the solutions presented by me and my colleague we will see impact in 3 months.

- sped communication
- smooth work flow
- higher revenue yield

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## **Inadequate Communication**

- **Customers will order an escort online and cancel reservations without confirmation.**

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### **SOLUTION**

- Before arrival we will now send a Phone call , text and voice mail for confirmation via computer system

# **solution**

we think that adding GPS monitors  
to our vehicles will greatly benefit

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# **Solution**

As a pro-active company we have decided to arrange for drivers to call once arriving on destination

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# uneven work patterns

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- employs in the call center are taking unscheduled breaks.
- they would sometimes take personal call

***Solution:*** we will now monitor employee calls and have monthly conferences.

Impact:

From the solutions presented by me and my colleague we will see impact in 3 months.

- sped communication
- smooth work flow
- higher revenue yield

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*Competitors strategy :*

Propaganda on commercials stating they have better customer service.

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# Our Strategy

We will fight  
propaganda with  
even more rigorous  
propaganda.

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