

moneypenny





We look after telephone calls.
That's all we do.
We do it superbly.
We do it for all sorts of agents.
And we win awards for how well we do it.

1. Our service - introducing Money Penny
2. The basics - how Money Penny works
3. About us - why Money Penny?
4. Money Penny's FREE trial
5. Testimonials
6. Next steps

What's the potential value of a missed call?

How many of my callers don't leave a message on the answer machine?

Would we stand out from our competition if we answered calls in the evenings?

Would customers appreciate it if we didn't have to interrupt our conversation to answer the telephone?

We're proud of our reputation. So how can we maintain high service levels without increasing overheads?

**By using Moneyppenny
you'll deliver outstanding
customer service and provide
extended opening hours.**

Q & A

Introducing Moneypenny.

Moneypenny has been looking after business calls since 2000. We're proud to be the UK's leading provider of telephone answering services, with a reputation for consistently high service levels and an innovative approach.

Our service is simple. Your team in the branch answers telephone calls whenever they can. And when they're particularly busy, or when staffing levels are low, your calls are routed seamlessly to your Moneypenny PA. Fully briefed by you she answers overflow calls just as if based in your branch, sending detailed messages back to your team or even putting urgent calls back through to mobiles or direct lines.

- Have calls answered seven days a week, evenings and Bank Holidays
- Capture every opportunity
- Deliver outstanding customer service

There will always be times when your branch staff are busy looking after customers, on the phone or out of the office. Through working with your team, Moneypenny will benefit every aspect of your business.



So how does Moneypenny actually work?

Most agents let calls ring five or six times in their own office and then, whenever their team is unable to take a call, it is diverted seamlessly to their Moneypenny PA. The caller is completely unaware that the diversion has been made – they believe the call is being answered in the branch. Your Moneypenny PA will answer calls in your agency's name and handle the call according to the specific instructions you've provided.

Detailed messages

We know the information you will want us to capture, the different details you require, such as for valuations and viewing requests. This is all discussed as part of the set up process with your Moneypenny PA. Following a call, messages are sent immediately by email or text message, or are available on 'Moneypenny Online' as part of a full audit of calls whenever you need them.

Flexible service

Moneypenny will be tailored to suit your exact requirements. You'll tell us exactly how to handle a call in any given situation. However, you can always rely on your Moneypenny PA to use her initiative at all times, even if this involves transferring a call through to you on your mobile should an urgent matter arise.

You're in good hands:

Our clients want bright, capable individuals to look after their calls day in day out. So we handpick our PAs for their positive attitude and professional approach. We then give them all the training and support that they require - as well as an exceptional work environment and clear career progression.

The result? An extraordinary team of motivated, committed individuals who deliver an outstanding service. This has been recognised by two major accolades of which we are very proud.

The most coveted business award in the UK, The Queen's Award, celebrates the exceptional calibre of our people and the technology that supports them. The Sunday Times Best Companies to Work For award recognises our dynamic and fulfilling working environment and loyal team. So rest assured, your business is in good hands.

**BES
TO**

THE SUNDAY TIMES

100

BEST COMPANIES
TO WORK FOR

2011

Try Moneypenny for FREE.

You may not know at this point what your call volume will be. That's what the free trial is for.

Following your trial you will be presented with a full report. This will detail the busy days and times of each branch and when your agency needs support the most. You will receive comprehensive suggestions as to how you can both improve your service levels and reduce your call volumes. We'll explain our flexible pricing schemes and ensure we tailor our service to meet budget requirements. You'll discover everything you ever needed to know about your phone calls.

We know that your call volume will fluctuate over the course of a year. Whenever you feel that you will have a quieter month, tell us and we can move you to a lower package. You may want Moneypenny to help reduce your call volume and that's fine too. We've got lots of experience and are happy to pass it on.

The Property Jungle

"It's the best service that we receive from any of our business partners by a very long way."

Mike Smithson, Director, The Property Jungle.

FBM

"Excellent and efficient service. Money Penny has delivered exactly what they promised."

Dominic Subbani, Partner, FBM.

Peter Knight

"Money Penny is a truly remarkable company that's revolutionising the way the property industry manages its calls."

Peter Knight, founder of The Academy and Phoenix Plc.



Did you know?

Money Penny is open from 8.30am until 8pm in the week, from 9am until 5pm on Saturdays and from 10am until 4pm on Sundays and Bank Holidays.

Where to from here?

Experience the benefits for yourself. Moneypenny really will provide you with the overflow call handling solution you've been looking for.

Call 08000 199 944

moneypenny.co.uk/property

