



Hospitality

8 Steps to Closing Hotels

1. Getting Hotel Opps

- Hello, this is John with Mitech Partners (Comcast, Charter). We offer internet, phone and TV for hotels... I want to send over some new promos (or promo information) we have going now. What's a good email I can sent that to?
- Great, and how many rooms do you have in the hotel?
- Awesome, I'll get this out shortly. Who should I address it to?

Getting an Opp means

1. Email address
2. Number of Hotel Rooms
3. Contact (if possible)

That's all!

2. Send information

Send email with Hotel Promo attached

Email Text:

Hello,

Attached is the new promo information I promised to send. Let me know if you have any questions or would like to see a quote specific to your property. Thanks!

3. Set Follow Up

In your back office for 3 days later

A few contacts will call you back immediately requesting a direct quote. Most won't. So you'll want to follow up to see if they got the info and stay on their radar.

Follow up

What do you say?

Hello,

- This is John with Mitech. I sent over some information a few days ago about our new Hotel promos for internet, phone and TV service. Did you receive it?
- Would you like to see a specific quote for your property?
- What carrier do you have now? In a contract?

4. Send Quote

Be Competitive
compared to what they
have

Set appointment if local

Don't Wait. Send the
quote ASAP!



5. Follow up after the quote

- What did you think about the quote?
- We first need to do a site survey at no cost to you (if quoting cable)

6. Submit for Site Survey

Comcast: This means you will submit the Service Order Agreement (SOA) without the signature. Follow normal procedure to submit the order

Charter: Order Site Survey at
888-362-4802



7. Close Customer

If the property comes back serviceable, close customer with a desired time-frame for install.

Hotel installs usually take 30-180 days depending on if construction is needed.

8. Submit Signed Ppwk

- Submit signed SOA in back office
- Submit copy of phone bills if ported phone lines
- Submit all other necessary paperwork (carrier will send to you to get signed)

Stay with it & Repeat Process

We only do 2 things:

Get Customers

Get Customer Getters

Contact us for assistance:

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ac@mitechopportunity.com



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