



**Top-Rated Outsourcing Partner
For Hotels and Hospitality Businesses**

WE HELP YOU





HELLO!

We are the Tip Top Agency, a leading outsourcing partner for small and medium-sized hotels that want to grow their businesses and get ahead of the high cost of labor in the EU.

Our focus is to help hotel owners grow their businesses, generate more revenue, reduce the cost of staffing, and leverage modern technology without breaking the bank.

We have a multicultural team of creative thinkers who are specialists in tourism and experts in sales and marketing, and we look forward to giving your hospitality business a great boost!

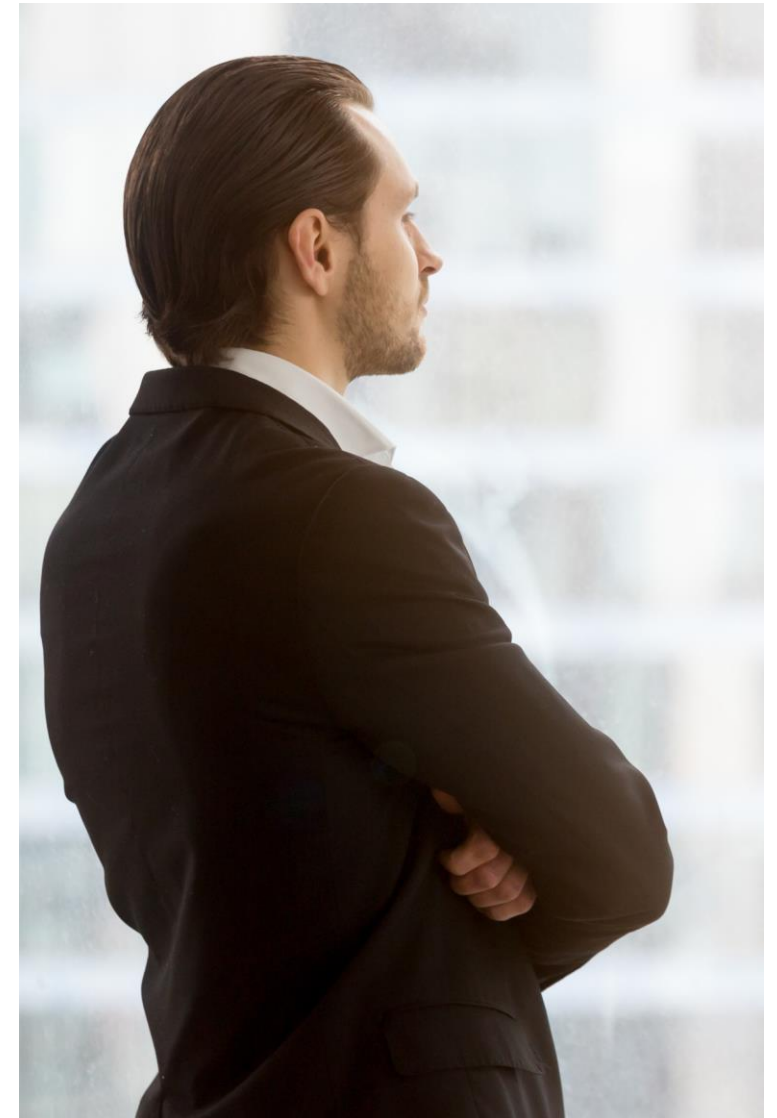
OUR EXPERIENCE

...In Hospitality & Tourism

Tip Top Agency has over 11 years of experience in the hospitality and tourism industry working with international brands and top hotels across Europe such as Shangri - La, Mandarin Oriental, Magic Life, etc.

Our team have had the opportunity to live and work in at least nine different countries, including France, Iran, Turkey, Austria, Singapore, Germany, Ukraine, Switzerland and Finland.

Some of our team members currently work as general managers and sales managers in 4-star luxury and 5-star resort hotels across Europe.



MISSION & VISION



OUR MISSION

Rationalizing hotel operations by providing exceptional outsourcing and advisory services to minimize risk and reduce operational costs.



VISION STATEMENT

To become a top provider of hotel outsourcing services in Europe by expanding our reach and building long-term relationships with our customers and partners.

OUR CORE VALUES

- ✓ **INNOVATION**
We love developing new ideas and strategies to make outsourcing effective and profitable for startups and emerging hotel businesses.
- ✓ **RESULT ORIENTED**
All our consultation and advisory services are result-driven to help hotel owners generate revenue and grow their businesses.
- ✓ **CUSTOMER - FOCUSED**
Our team is focused on solving the problems facing our clients. At the Tip Top Agency, we go the extra mile to give our customers the best.
- ✓ **HIGH-QUALITY SERVICE**
We do not use trial and error methods; instead, we leverage our years of experience and extensive partnerships to boost your business operations.

WHO WE SERVE

We cater to restaurants and hotel businesses that want to externalize their sales or marketing team and leverage online food ordering technology.

HOTELS & RESTURANTS



Startup



Small-Sized



Medium-Sized

WHY OUTSOURCE?

REDUCED RISK

Your operational risks are shared with your outsourcing partner making your business more competitive and sustainable. Reduced risks give your business a higher chance of survival and profitability.

REDUCED LABOR COST

Payment for Labor in the EU hospitality industry can be overwhelming for small and medium scale businesses. Outsourcing is a your opportunity to reduce overhead cost by up to 45% leading to more profit.

LOWER COST OF MODERN TECHNOLOGY

Acquiring and upgrading to new technology for online ordering, fast online payment options, etc., can be capital intensive for smaller businesses. Outsourcing will help you stay competitive in the market without overspending on technology solutions.

ACCESS TO RESOURCES

Gain access to experienced staff, tourism personnel, expert advisory services, consultation and the latest technology in the hospitality industry.

OUR SERVICES

We offer all kinds of daily operational activities to restaurants and hotel businesses, but we specialize in three major areas.

OUR MAJOR OUTSOURCING SOLUTIONS

REVENUE MANAGEMENT

- ✓ **Reception**
- ✓ **Sales**
- ✓ **Reservation**
- ✓ **Guest Relation**

MARKETING TEAM

- ✓ **Social Media**
- ✓ **Content Management**
- ✓ **Website SEO**
- ✓ **Graphics & Branding**

CATERING TECHNOLOGY SOLUTION

- ✓ **Food Ordering
Technology**
- ✓ **Online Ordering System**
- ✓ **Payment Process
Solution**
- ✓ **24/7 Tech Support**

OUTSOURCING YOUR REVENUE MANAGEMENT

The hotel industry is one of the most affected by the pandemic; as businesses return to normal, it is important that you stay competitive and profitable by minimizing your labor cost with an external sales team.

WHY YOU SHOULD OUTSOURCE YOUR SALES TEAM

IN-HOUSE SALES TEAM

- **Holiday Leaves**
- **Sick Leaves**
- **Social Insurance**
- **Overtime Paycheck**
- **Severance Payments**
- **Juridical Issues**
- **Several Unforeseen Cost**

TIP TOP AGENCY SALES TEAM

- **No Holiday**
- **No Sick Leaves**
- **No Social Insurance**
- **No Overtime Paychecks**
- **No Severance Payments**
- **No Juridical Issues**
- **No Several Unforeseen Cost**
- **Reduced Labor Cost by 30-40%**
- **Higher ROI**
- **Automate Routine Task**
- **Experienced Professionals**
- **Modern Technology**

OUTSOURCING YOUR REVENUE MANAGEMENT

VIRTUAL RECEPTIONIST

We have trained virtual receptionists who are fluent speakers that will handle several operations for your hotel reception. Finding qualified staff for hotels located away from the metropolis and the high labor cost have made virtual receptionists the right solution.

Tasks Handled By A Virtual Receptionist

- Answer phones to take reservations
- Implement reservation on PMS system
- Send confirmation
- Send payment link
- Follow/track payments for clients
- Assign rooms, etc.

Although, virtual receptionists cannot assist clients with check in and check out physically, this can be complemented with replacing keys with pin code that can be provided with booking confirmations.

HOW VIRTUAL RECEPTIONIST WORK

- We assign a customer service hotline starting with number 0800 - (German customer hotline service).
- We direct such calls to our agency.
- Our virtual receptionist answer your phone calls as your standby hotel staff.

OUTSOURCING YOUR REVENUE MANAGEMENT

GUEST RELATION SERVICE

We offer guest relation service via a call center that receives and replies to complaints from your guests and protects your hotel's brand reputation.

Tasks Handled By A Guest Relation

- Receives complaints from guest
- Reports complaints to the respective hotel department
- Replies to complaints from guests
- Replies to online complaints on Google business, Holiday check, Emails, etc.
- Protects company brand image/reputation

Our call center service will help you attend to your customers quickly and at a cheaper cost than an in-house customer service team.

OUR SALES TEAM PACKAGES

BASIC

- ✓ **Dynamic Online Channel**
- ✓ **Management System (PMS)**
- ✓ **Daily Sales Reports**

DEFAULT

- ✓ **Dynamic Online Channel**
- ✓ **Management System (PMS)**
- ✓ **PMS system integration**
- ✓ **Daily sales reports**

BONUS

- ✓ **Dynamic Online Channel**
- ✓ **Management System (PMS)**
- ✓ **PMS system integration**
- ✓ **Reservation team**
- ✓ **Call Center**
- ✓ **Daily Sales reports**

**We will help you cut the expensive budget of an in-house sales team
while improving your hotel's sales performance.**

OURSOURCING YOUR **MARKETING TEAM**

An external marketing team brings in experts and professionals with diverse skills to boost your hotel marketing while working within your marketing budget.

WHY YOU SHOULD OUTSOURCE YOUR SALES TEAM



IN – HOUSE MARKETING TEAM

It is expensive to bear the high cost of hiring an in-house marketing team which will include a marketing manager, graphics designer, social media manager, web developer, SEO experts, content writers, etc.



TIP TOP AGENCY MARKETING TEAM

Reduced payment on staffing

Access to modern technology

Experienced team of marketing experts

Hire a complete team that handles your marketing

OUR MARKETING TEAM PACKAGES

BASIC	DEFAULT	BONUS
<ul style="list-style-type: none">✓ Social Media Management✓ Graphic Designer✓ Weekly Marketing Report	<ul style="list-style-type: none">✓ Social Media Management✓ Graphic Designer✓ Website Content Writer (SEO Optimization)✓ Weekly Marketing Report	<ul style="list-style-type: none">✓ Social Media Management✓ Graphic Designer✓ Website Content Writer (SEO Optimization)✓ Guest Care✓ Marketing/Corporate Branding Printing✓ Weekly Marketing Report

We will help you cut the expensive budget of an in-house marketing team while improving your hotel's marketing campaigns.

ONLINE FOOD ORDERING TECHNOLOGY

Our innovative online food ordering technology and fast payment options will help you meet the needs of your customer and reduce your labor cost by up to 22%.

QR CODE SERVICES FOR RESTAURANTS

Contactless method for meal ordering and payment. Our technology also provides easier inventory, customer feedback, full report of daily/weekly sales, and independent ordering for customers.

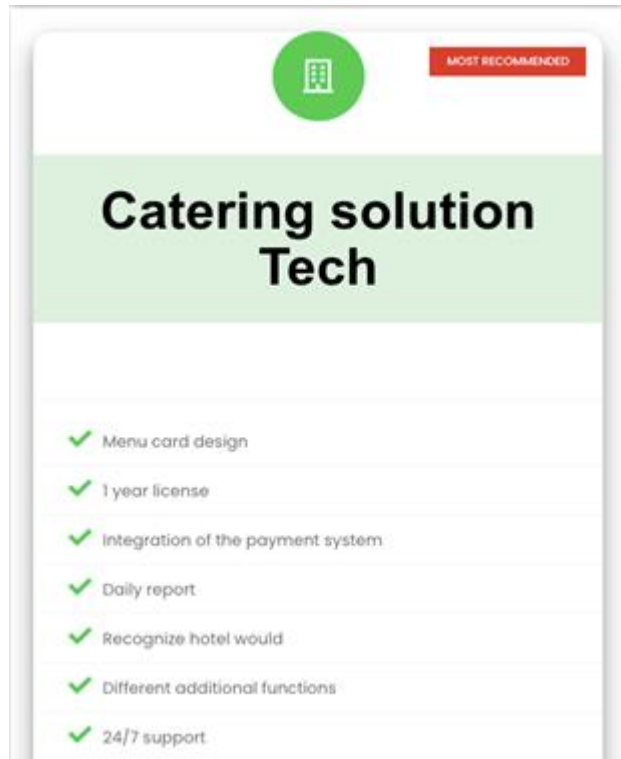
QR CODES FOR HOTELS

Contactless services and social distancing are the new normal; more hotels are incorporating online food ordering into their services to adjust to the public health regulations.

How It Works

- Ask your guests to download a QR reader
- Guest can scan the menu and order directly from their phone.
- Guest can make pay directly from phone or call a staff.

ONLINE FOOD ORDERING TECH PACKAGE



Our online food ordering technology ensures the safety of your staff and adheres to the applicable social distancing regulations.

OUR PARTNERS

We develop a long-lasting relationship with our business partners.
Here are some of our proud partners and clients.



Book Your Appointment Today!

Let's help you grow your restaurant or hotel
business.

Contact Us

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