

# Answers | Phone reservations and support

business.golfnow.com



**85%**

of customer data captured

“ We don't lose rounds, even when we're closed. ”

- Sean Beattie  
Willows Run Golf Complex

**145,000**

rounds booked after-hours in 2016

## More revenue, more time saved

Every part of your business requires a strategy—including the phone. Answers from GolfNow is designed to offer your customers world-class service, free up your time and allow you to provide a perfect experience without sacrificing revenue.

### Features



#### Sell rounds while you sleep

Answers has your phone calls covered around the clock. Unshackled from the phone, you and your staff can pay more attention to other aspects of business, like greeting your customers professionally and managing the additional rounds and revenue Answers helps generate.



#### Database management

Collect data on all of your customers, not just online bookers. Answers helps you expand your database with accurate, thorough customer data collection, helping you make better decisions for your business.



#### Seamless experience

Your customers receive full attention and are routed exactly where they need to be. Your script, combined with the skill and training of our industry-leading team, enhance your callers' experience and build a relationship between them and your course.



#### Detailed reporting

Every call that comes in is recorded for quality assurance, and we deliver detailed reports on average hold times and call volume to continually improve service and ensure your satisfaction.

### Find your solution

Answers is only one of the many business solutions we offer course partners.

GolfNow helps businesses like yours build lasting relationships with golfers by providing innovative technologies, professional services and dependable support, 24/7/365.

- Serving 9,000 courses worldwide, connecting millions of golfers to the most comprehensive tee time inventory anywhere
- Largest technology provider for tee sheets and POS systems
- Consultative services to help manage and grow partners' businesses
- In partnership with Golf Channel and NBC Sports



Cares is our promise to help resolve any challenge you face as quickly as possible, 24/7/365.



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