

YEM -INTERNAL ENQUIRY PAGE

Your Enquiry Manager

“CONNECTING PEOPLE”

- You know about YEM's *Web Enquiry Page*
- But YEM offers so much more
- YEM is a complete enquiry management system
- Not just for handling Web enquiries but also phone and walk in enquiries
- For handling enquiries that come by phone or in person to your business, use your corresponding YEM *Internal Enquiry Page*

PHONE ENQUIRIES

PHONE ENQUIRIES

- When the phone rings with an enquiry what do you do?
- Do you take down the enquirer's name and email address and phone number, perhaps confirm date availability and then say you will send them information?
 - Then you open an email, type a response, add attachments and hit send
 - Then you have to put the enquiry into a written or electronic file system for follow up
 - *What if YEM could do all of that for you?*

INTERNAL ENQUIRY PAGE FOR PHONE AND WALK IN ENQUIRIES

- YEM's 'Internal' enquiry page is accessed from your desktop and allows for the same professional response to phone enquiries and easy handling of walk ins



INTERNAL ENQUIRY PAGE FOR PHONE AND WALK IN ENQUIRIES

- The internal screen looks almost identical to the web page with a couple of extra fields to identify who has handled the enquiry and where it came from.
- The page is easily printed for those who prefer to handle these enquiries on paper

Your Internal Questions

How did you hear Stamford Wedding and Events?

Select... ▼

Your Client is enquiring by...

Select... ▼

Which staff member is handling this enquiry?

Select... ▼

Comment

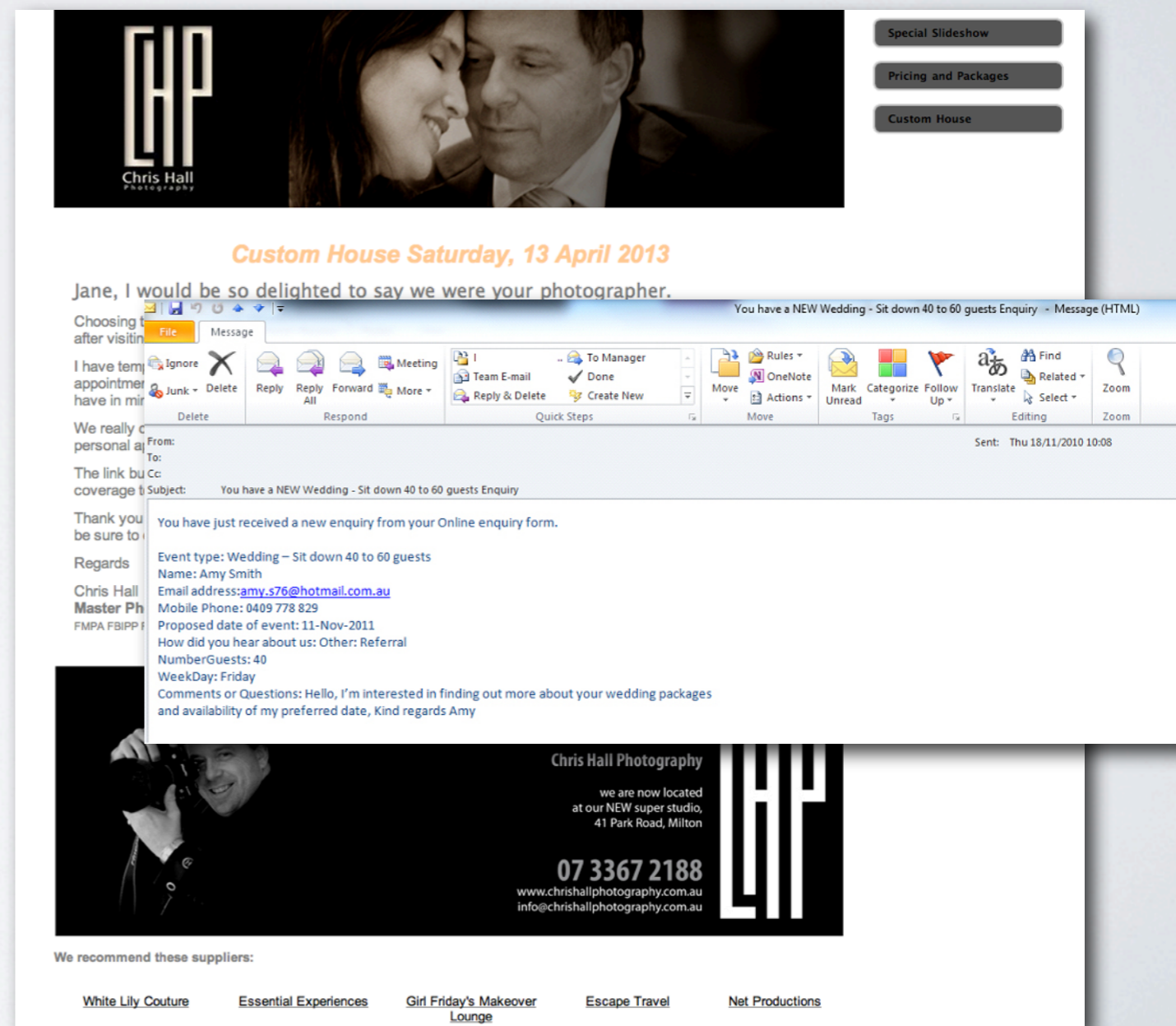
Join Our Mailing List?

INTERNAL ENQUIRY PAGE FOR PHONE AND WALK IN ENQUIRIES

- Once details are entered ,
your data base is loaded,
your automatic response is
instantly delivered
- and an email is sent to the
relevant team member,
who is often not the
person who took the
enquiry
- This email will contain all
the information they need
from the enquiry

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The screenshot displays an email client interface with a message from Chris Hall Photography. The message content includes:

Custom House Saturday, 13 April 2013

Jane, I would be so delighted to say we were your photographer.

You have a NEW Wedding - Sit down 40 to 60 guests Enquiry - Message (HTML)

From: Chris Hall Photography
To: Jane
Subject: You have a NEW Wedding - Sit down 40 to 60 guests Enquiry

You have just received a new enquiry from your Online enquiry form.

Event type: Wedding – Sit down 40 to 60 guests
Name: Amy Smith
Email address: amy.s76@hotmail.com.au
Mobile Phone: 0409 778 829
Proposed date of event: 11-Nov-2011
How did you hear about us: Other: Referral
NumberGuests: 40
WeekDay: Friday
Comments or Questions: Hello, I'm interested in finding out more about your wedding packages and availability of my preferred date, Kind regards Amy

Chris Hall Photography
we are now located
at our NEW super studio,
41 Park Road, Milton
07 3367 2188
www.chrishallphotography.com.au
info@chrishallphotography.com.au

We recommend these suppliers:

- White Lily Couture
- Essential Experiences
- Girl Friday's Makeover Lounge
- Escape Travel
- Net Productions

INTERNAL ENQUIRY PAGE FOR PHONE AND WALK IN ENQUIRIES

INTERNAL ENQUIRY PAGE FOR PHONE AND WALK IN ENQUIRIES

- Using an internal page also means your supplier links will be forwarded on the response email
- And you get the opportunity to ask if they would like you to tick the supplier buttons
- *the more referrals you share, the more revenue you generate*

CHP
Chris Hall
Photography

Special Slideshow
Pricing and Packages
Custom House

Custom House Saturday, 13 April 2013

Jane, I would be so delighted to say we were your photographer.

Choosing the right photographer for you, will make such a difference to the excitement of your day and we hope that after visiting our studio you will have found that photographer in us.

I have temporarily reserved that date for you until we have had time to chat over the next few days. I am in appointments most days but will try to call in between them to personally talk to you about your day and what you have in mind.

We really do love what we do and you will see why our candid, casual style of wedding photography and our personal approach to capturing weddings has made us so popular.

The link buttons on the right are to some imagery and pricing, although we can create a special package and coverage to suit whatever you have in mind.

Thank you again, Jane, for your email and I do look forward to meeting with you personally when you visit our studio, be sure to call Melissa to book in a time for us to meet, while we still have your date reserved.

Regards
Chris Hall
Master Photographer
FMPA FBIPP FRPS FSWPP AAIPP APM AHPA LWIPM ANZIPP

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- *the more referrals you share, the more revenue you generate*

The screenshot shows a website interface for 'Chris Hall Photography' with a header image of a couple. A white pop-up form is overlaid on the page. The form has a title 'Portraits & Suppliers' and a question: 'Would you also like to receive information about?'. Below this question are five checkboxes with labels: 'Designer Gowns - White Lily Couture', 'Event Planners - Essential Experiences', 'Hair & Make-up - Girl Friday's Makeover Lounge', 'Honeymoons & Travel - Escape Travel', and 'Videographer - Net Productions'. The 'Event Planners', 'Honeymoons & Travel', and 'Videographer' options are checked. At the bottom of the form is a 'Submit Enquiry' button. Below the form, the text 'We recommend these suppliers:' is followed by five links: 'White Lily Couture', 'Essential Experiences', 'Girl Friday's Makeover Lounge', 'Escape Travel', and 'Net Productions'. Red arrows point from these links up to the corresponding checked checkboxes in the form.

Special Slideshow
Pricing and Packages
Custom House

Portraits & Suppliers

Would you also like to receive information about?

- Designer Gowns - White Lily Couture
- Event Planners - Essential Experiences
- Hair & Make-up - Girl Friday's Makeover Lounge
- Honeymoons & Travel - Escape Travel
- Videographer - Net Productions

We love working with these suppliers!
By having our recommended supplier's boxes ticked you will be sending them your details to receive information on their special offers

Submit Enquiry

We recommend these suppliers:

- [White Lily Couture](#)
- [Essential Experiences](#)
- [Girl Friday's Makeover Lounge](#)
- [Escape Travel](#)
- [Net Productions](#)

Don't just use YEM for your general enquiries

PROMOTIONAL PAGES

- At no cost you can create new YEM pages for specific promotions
- The enquiry data will be stored attached to that event for future analysis and marketing purposes
- As soon as the details are entered, the data base is loaded and the customised automatic response is delivered

Stamford Plaza Brisbane In-House Enquiry

Client Details

First Name *

Last Name *

Event Type
General

Email Address *

Phone Number *

What date is the enquirer thinking of?

The enquirer's role?

The number of guests?

Your Internal Questions

How did you hear Stamford Wedding and Events?

Your Client is enquiring by...

Which staff member is handling this enquiry?

Comment

Join Our Mailing List?

Ticking this box will add the client to our Stamford Plaza Brisbane marketing/newsletter and keep them up to date with our latest offers.

