

Answering Service For Small Business

Do You Have A Small to Mid-Sized Business?
Thinking About a 24 Hour Answering Service Solution?

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There are many reasons why businesses choose to explore options for answering services, all across the US, and around the globe.



The purpose of this guide is to offer you the information you need to know whether or not an answering service is the right fit for your small business.

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The first thing you will want to consider is the benefits of using an answering service , over hiring a conventional receptionist and the like for your small business.

The next step is to take a solid look at your business and your business plans for the coming weeks, months, and even years. By doing this, you can really examine whether or not an answering service is a good fit for your small business.

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- ▶ Of the many benefits, one vital one is business image. Too many small businesses choose to buy a cheap toll free number, put an automatic recorded greeting on, and cross their fingers that potential customers will flock to them.
- ▶ The harsh truth is that plenty of research shows if a potential customer does not hear a real live person's voice when they call, 9 times out of 10 they will hang up and call another company until they find one.

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- ▶ This means there is a basic credibility problem with having your business phone answered by a pre-recorded message.
- ▶ This credibility problem is no more a problem when a live, professional receptionist is answering customers calls, with a friendly voice, and with your business name.
- ▶ Right away, your customers feel a sense of calm and respect for the legitimacy of your business.

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- ▶ Another benefit is the indisputable fact that an answering service is far more cost effective, by a long distance, than hiring a traditional receptionist.
- ▶ Answering services come in monthly plans for all business budgets, from start-ups, to small business, all the way up to enterprise-level businesses.



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- ▶ Now we can compare this to the traditional model. Not only do you need to hire a receptionist full-time, but you need an office space complete with all of the equipment and office supplies, and overhead necessary to even give that receptionist a workspace!
- ▶ This is just extremely expensive! -- Even for those businesses who already have an established office, and are incurring the associated overhead costs.



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- ▶ While wages of course vary across the US, the national average salary for a receptionist is \$25,000. That's **\$2,083 every month!**
- ▶ Now, let's compare this with the average costs of hiring an answering service, and you have a no-brainer. Answering services can be contracted for as low as **\$80 per month**, depending on your call/minutes volume. Now that is worth looking at, yes? Of course!

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- ▶ So as we can see, on average, most businesses will save tremendously per month by outsourcing to an answering service provider.
- ▶ Here is another benefit of contracting out your answering services...

Professionalism!



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Professionalism means that you can count on the fact that a quality answering service provider will handle your calls with the utmost of care, following exactly your instructions.

How many times have we all called a business to be met with someone on the other line who lacked good manners, the right tone, who did not seem that they wanted to help us at all?

Too many times for us to count!!!

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With the right answering service, you can rest assured that you have true professionals answering your calls—that means your potential customers will get off the phone and think, “wow, that was so helpful, pleasant, and professional!”

Just think for a moment about how this will help the growth, image, and future of your business.

Is an Answering Service Right For Your Small Business?

Now comes the next step. We now know about the many benefits of answering services. But is it right for your small business at this time?

Our goal is to help you answer that question with this presentation. Here is a list of good questions you must ask yourself to decide...



Is an Answering Service Right For Your Small Business?

- ▶ How are you currently handling your customer calls – both existing and new prospects?
- ▶ Is it working well? Are your customers happy? What is your conversion rate for new customers?
- ▶ What is the cost? Did you hire someone to answer your calls?

Is an Answering Service Right For Your Small Business?

- ▶ What is the monthly/annual cost?
- ▶ Is your receptionist performing multiple jobs? Did you hire them to function in a more specialized capacity, but they are also busy with answering the phones?
- ▶ Would you benefit from having that person focused more so on their specialized task?

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There are many more considerations when you are deciding whether or not to hire an answering service.

One of the best things you can do is contact reputable answering service providers to see what is being offered, and at what price point.

You can then decide if answering services are the right fit for your business.

Answering Service For Small Business Answer PRO

Feel free to call our offices today for your FREE consultation. We look forward to hearing from you!

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