

CUSTOMER CARE IS IN OUR DNA

Your customers, whether they are members, attendees or exhibitors, expect a certain level of service and support. Providing that level of immediate responsiveness can be difficult. Tradeshow Logic can expand your reach and become a perfect extension of your team. We gain a deep understanding of your customers' needs so that we are well-armed to provide the level of care they deserve. Our customer care support services include:

- **Customer "Call" Center** – Responds to all inbound calls, emails and chats.
- **Outbound Customer Care Calls** – Collects information, shares benefits and up-sells services.
- **Order Processing & Invoicing** – Process services from space sales and marketing opportunities to show floor services like furniture, freight and labor.
- **Exhibitor Communications** – Create and execute communication efforts that raise overall level of exhibitor care and ensure awareness and adoption of new solutions and important details.
- **Floor Management** – Act as an extension of your team, assist with problem solving, and provide additional resources as needed.
- **Exhibitor Care Center** – Oversee, manage and staff the onsite exhibitor care center for all needs and services from space sales to material handling and everything in between.
- **Customer Service Plan** – Using order histories combined with customer insights, create and oversee service plans based upon space sizes and complexity of needs.
- **Exhibitor Manual Review** – Review all forms to ensure simplicity, clarity and the right level of service.
- **Support for Technology Partners** – Familiarity implementing various apps and registration tools and technologies that improve the event experience.



CONCIERGE CARE

Every client is unique. Every experience is different. We will custom fit our people and our process to meet your specific needs to provide highly personalized service.



CONTINUITY

Each event is assigned a dedicated show representative who aims to over-deliver on all aspects of service before, during and after the show.



CONVENIENCE

We are resourceful, strategic and quick on our feet. We simplify the rules of engagement to create a great experience.