

OPTIMAL “CALL-IN” PROTOCOL

In an effort to minimize the time each owner spends actually booking the reservation, this “no-frills” dialog works best:

1. Don't waste time with greetings or stating you are calling for your use week (if you are on the reservation line, we know you are calling for the current 11 months to the day use week). Simply state your last name and, please, also SPELL it so the reservationist can look you up in the database.
2. Assume the person answering the phone does not know you or anything about your preferences or special needs. It is especially important to mention you need a flat unit or one that is wheelchair accessible.
3. Be ready with your 1st, 2nd and 3rd choices.
 - a. Do your homework. If there is a unit you won't stay in, say so.
 - b. If you need the floor plans and unit descriptions, please call the office during normal weekday business hours and we will happily email or mail you whatever will help you choose your own unit.
 - c. If you need help with selecting earlier reservations, changing other reservations you've already booked, or just need to check on specifics for the current call-in period, please call the Primary phone number during regular week-day hours (9 am – 6 pm) so you are prepared.

When steps 1 – 3 are followed, we can book a reservation in about 30 seconds; however, it seems that most of the 40 people calling for 16 rooms spend more than 2 minutes, resulting in those that follow experiencing multiple re-dials.

Please be considerate of your fellow callers – do not waste time venting or complaining. The Board welcomes your comments; once call-in is complete, please feel free to do one of the following:

E-mail your suggestions to either the Manager (kpoulin@pacificgroveplazaresort.com) OR
The Board (pgpdirectors@comcast.net)

We hope this will simplify your call-in experience. Again, we thank you for your patience and cooperation during this stressful booking season.