

After Hour Emergency Service

Ever wondered what to do when you experience an unplanned travel or booking hiccup after-hours, over a weekend or on a public holiday? Well with back-to-back long weekends upon us, your clients might have travel plans, be it for business, leisure or both. Because of this we thought it would be an ideal time to tell you a bit more about [FlightSiteAgent's](#) after-hour emergency service and when it applies and when it doesn't. Here Matooka Boltman, Account Manager and team leader answers your frequent questions.

What is FlightSiteAgent's regular office hours?

Our daily office hours are weekdays between 8am – 5pm.

What is classified as an “emergency”?

An emergency is a change or problem with a booking for travel within 48 hours. Scenarios such as your client stranded at an airport, a change to a ticket of a client travelling the next day, a ticket cancellation because someone was in a car accident on the way to the airport, etc.

What might seem like an emergency but in actual fact isn't?

Sometimes when clients get frustrated, particularly due to a long waiting period, agents mistakenly view this an emergency. Often times this frustration can be avoided with proper communication from the agent. Situations that we often encounter include changes to bookings not for travel within 48 hours, quotes on flights or packages not for travel within 48 hours and general queries made with regards to bookings.

When should you contact us with an emergency?

As soon as you become aware of the emergency (as defined above) you should let us know, as this gives us the most time to deal with the problem. Say for instance your client contacts you on a Friday evening to let you know that they won't be able to make a flight on the Saturday, don't wait until the next morning to let us know as those lost hours are precious time during which we could have found a solution. That being said, our agents on duty after-hours do appreciate being contacted during daylight where possible.

How can agents deal with clients' “instant coffee” mentality?

Clients may become impatient when they have to wait for quotes and changes. It is up to you as the agent to manage your clients' expectations and to make them feel important by acknowledging their problems ASAP.

Are mails that are sent to FlightSiteAgent after hours seen?

If something urgent pops up after hours you can send an email to info@flightsiteagent.co.za. This address is not managed after hours, however sending an email ensures all necessary information is captured in order for a manager to provide assistance as soon as the working day starts at 8am.

How to make your clients feel like a priority?

It is of the utmost importance that you respond to your client's request as soon as you receive it. This will avoid any confusion and frustration. To manage their expectations, always ensure that you provide a realistic timeline of when you will be able to assist. It is extremely important to keep clients up to date with progress, especially if there is an unexpected delay in acquiring the necessary information.

What is the number to call when you have an after hour emergency?

If you are dealing with an after-hour emergency, which will effect a client travelling within 48 hours feel free to call 083 708 7070 for assistance.

If you have any further questions about this service, feel free to contact info@flightsiteagent.co.za or call 086 133 3392 and one of our friendly account managers will be able to assist.

<p>After Hours Assistance</p>	<p>Weekends & Public Holidays</p>				
<p>Office Hours</p> <p>08:00 - 17:00 weekdays</p>	<p>Our offices are closed</p>				
<p>We CANNOT offer</p>	<p>Emergency?</p>	<p>We CANNOT offer</p>	<p>Emergency?</p>		
<p> 24/7 Support</p>	<p>➔</p>	<p> 083 708 7070</p>	<p> 24/7 Support</p>	<p>➔</p>	<p> 083 708 7070</p>
<p> What is an emergency?</p>	<p> What is an emergency?</p>				
<p>Problems and changes affecting passengers travelling within</p>	<p>Passengers stuck at airport</p>	<p>Problems and changes affecting passengers travelling within</p>	<p>Passengers stuck at airport</p>		
<p> 48 Hours</p>	<p>+</p>	<p></p>	<p> 48 Hours</p>	<p>+</p>	<p></p>
<p>Everything else</p>	<p>Everything else</p>				
<p></p>	<p>➔</p>	<p> info@flightsiteagent.co.za</p>	<p></p>	<p>➔</p>	<p> info@flightsiteagent.co.za</p>
<p>We only attend to emails during office hours.</p>	<p>We only attend to emails during office hours.</p>				

ENDS