



**Kendlebell**  
*The Perfect Answer*

## **DIARY MANAGEMENT**

"We can fill your diary while you work with your clients or patients"

Do you miss important missed calls while you are busy?

Do they leave messages on your answer machine cancelling an appointment, creating gaps and potential lost income for you?

Do you like them to get a person rather than an answering machine so that their queries are answered, and a choice of appointments can be made?

Do you find the cost of a receptionist very expensive for your business?

## **Kendlebell have the answer!**

Here at Kendlebell you only pay for the calls that your business receives. We believe we can save you up to 70% of the cost of a receptionist.





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## ANSWER INCOMING CALLS

- Fill gaps in your diary while you work
- Answer basic queries instead of interrupting you
- Increase your income as your diary is filled while you work
- Avoid having to call back every missed call
- Convey a professional image on your behalf

## MAKE OUTBOUND CALLS

- Reschedule appointments
- Call and confirm appointments
- Screen callers for urgency
- Call waiting lists and fill sudden gaps

## HOW IT WORKS?

We can advise on different Diary Management software options. If you don't have an existing online diary system we can organise one for you (usually about €35 per user pm). We can securely access your online diary when you give us a Username and Password.

We have access to your online diary so both you and Kendlebell can fill in the gaps.

We agree the messages and approach to your diary management process. It is a very personal service to your practice.

Our team of PA's will answer your phone when you are busy with a client to take Appointments; Cancellations and Reschedule appointments.

We can add notes to your diary records and advise on instructions, if required, for example to bring a doctor's letter etc.

You can see your scheduled appointments any time online or you can call us to speak to your Kendlebell team member.

## HOW MUCH WILL THIS COST?

There is a personalised set up fee as we learn about your business and requirements and set you up in our system and train our staff to engage with your clients the way you want that to happen - €75. There is a monthly fee of €30 to manage your account.

Then you pay as you go - you will be on a package to reflect the best value for you and calls will vary between €1.50 - €2.00 normally.

We estimate that 2 additional appointments or filling in 2 cancellations will cover the cost of this service per month. For example, 22 calls a month (1 per day) will cost €109.20 per month in total (excl VAT).

Medical practitioners, consultants, therapists, property companies and lawyers have all come to find this service excellent and an essential part of their business.



"We have been using Kendlebell for almost 4 years now. Their service is very efficient and cost effective. The calls are answered in a friendly manner and they keep my diary filled, making and rescheduling appointments daily without the need for a full-time receptionist."

**Kieran O'Reilly**



"We have used Kendlebell for over six years now, their call answering service is efficient, friendly and reliable and has been a key element in allowing us grow our practice."

**David O'Connell**



We invite you to take a week's **FREE TRIAL** to see if our Diary Management service suits you and to demonstrate what good value it is before you sign up. You can check out the cost using our Price Calculator on our website [www.kbell.ie](http://www.kbell.ie). There is no obligation to commit to the service after the trial!

## EMERGENCY COVER

You transfer calls to us on temporary basis. Kendlebell also provide holiday, sickness and overflow cover for your company only when you need us. Our standard cover is Monday - Friday 8:30am to 6:00pm.